Usability Test Script – Neon Firefly

THE INSTRUCTIONS

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a mobile app that we're working on so we can see whether it works as intended. **The session should take about 30mins.**

The first thing I want to make clear right away is that we're testing the *app*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the app, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve it, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out

how to improve the app, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

Also, there are a few people from the design team observing this session.

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working in the class.

THE QUESTIONS

OK. Before we look at anything, I'd like to ask you just a few quick questions.

- **What is your current dating status?**
  - Single, In a relationship, Married, Divorced/Widowed, Other

- **What type of relationship interests you currently?**
  - Romantic, Friendship, Work relationships, Not interested in relationships, Other

- **How often do you use dating app?**
  - Daily, several times per week, once a week, once a month, less often, i don't use dating apps, others.

- **What is your favorite dating app and why?**

- **How would you describe your recent dating experience? What do you think about dating apps?**
  - Interesting, Convenient, Dangerous, Shallow, Stressful, Pointless, Others

- **How familiar are you with Augmented Reality apps. For example, pokemon go, snapchat,..etc**

- **What features do you find most valuable?**

THE TASKS

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a digital copy.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

#1 Scenario

You just moved to a new city and you wanted an easy way to meet people. You heard your coworkers talking about a new dating app with AR features.You found the app, downloaded it and created your profile.

1. *Task: Find an event*
   - *Before you take any actions, what's your thought on the screen? Where do you think each button would take you?*
   - *What's the first thing you thought of doing when you were asked to do this task?*
   - *How easy or difficult was it to navigate through the app?*
   - *What are your thoughts on the language used?*
   - *What did you like the least during your experience?*
   - *How easy is it to find the button/view to complete the task?*
   - *Which feature was the most useful?*
   - *What feature you'd like to see in the app?*

2. *Task: Join an event*
   - *Before you take any actions, what's your thought on the screen? What do you think of the design?*
   - *Where do you think each button would take you?*
   - *Was it difficult to learn how to join a date?*
   - *How can we make this process as simple as possible?*
   - *What features do you find most valuable?*

3. *Task: Navigate through a speed date*
   - *Before you take any actions, what's your thought on the screen?*
   - *Can you block/leave your date?*
   - *Can you access the icebreaker feature?*
   - *Can you "Catch" (match) with your date?*
   - *Which features did you struggle finding?*
   - *Are the icebreaker questions helpful?*
   - *How long would you like to spend on the app in one sitting?*
   - *How would people react if your date left the speed date mid-date?*
   - *What would make you leave the date early?*
   - *What's your thoughts on the dating profiles information? Do you think its relevant?*
   - *Is there anything that should be added/taken away?*

#2 Scenario

You heard your friend talking about their experience with an AR speed dating app. You've never used AR before and you don't know how to use it. You managed to download the app and create your profile.

PROBING

Thanks, that was very helpful.

If you'll excuse me for a minute, I'm just going to see if the people on the team have any follow-up questions they'd like me to ask you.

❑ *Ask the observers if they have questions, then probe anything you want to follow up on.*

WRAPPING UP

Do you have any questions for me, now that we're done?

Thank you for helping us improve our app. We appreciate your time!