Usability Test Script

Introduction:

My name is Haoran Zhang, and I am here to help you do the usability test today, may you tell me your name please? _____ (tester's name)

The first thing I want to let you know is that we are the ones who test the app, so you don't need to worry about doing anything wrong during this test, there are no correct answers, if you find any troubles on the app is the app's fault, and to find out those faults is our goal for this test. Please feel free to speak loud about what you think and what you want to do on the app, and this will help the test. I will ask you some questions during the test, again feel free to speak loud about what you are thinking and tell me about your plans to do on the app, do not worry about what you say may hurts our feelings, we are here together to make the app stronger, so your real feeling is valuable for us.

You cannot use any search engine like google during the test, you can only use the app to find out how to achieve your goal.

You can ask any questions to me during the test, but I may not answer all the questions because of the Usability Test we are doing.

I want to record the screen and your voice during the test, if you allow me to do that please sign this form.

- Give them the recording permission form and a pen
- Start record after they sign the form

You can ask me questions now.

The questions:

Hi_____, I want to ask you a few questions about the internet and apps.

What do you do?

How often do you use the internet? And how many hours per day/week?

Do you usually visit webpages on PC/MAC or smartphone?

Which kind of website do you usually visit?

Have you ever used any location-based app?

What's your favorite travel app?

What's your travel app experience?

Home Page Tour:

We finished all the questions, relaxed and visited the Know Your Grove prototype.

You can check the app but do not tap anything yet.

Which do you think this app is?

What can you do here?

Which information can you find here?

- Allows this process 3-5 minutes

Task

I am asking you to do something specific on the app now.

Again, you cannot use any search engine like google during the test, you can only use the app to find out how to achieve your goal.

Feel free to speak loud about what you are thinking and what you do you want to do on the app.

1. You are new in this app; you want to get some guidelines about how to use the app.

2. You want to visit a location and unlock the location on the app.

3. You want to check your unlocked and remaining locations.

4. You want to see the list view of the locations.

Now you can tap anything on the app.

- Allow the tester to do anything on the app, until the user feels upset or you think he/she cannot find anything useful.

PROBING

Thanks a lot!

Do you think this app is easy to use?

What will you change on the app?

- Stop the record

Warm up

You did a great job, thank you very much!

Do you have any questions you want to ask me?