Test script

Hello << user name >>
Thank you for your participation in our first usability test for our web app, Relier.

Your participation is to take no more than 20 minutes.

This briefing will provide you with information about the system and tasks you will be asked to do.

You will use our system as a <<*insert user group*>> and you will be given <<*the number of tasks*>> of tasks. Please think out loud while you're trying to accomplish a task as this will help us to improve our application.

Before we start, please read the following document in which we give you brief information about the system and your participation in this test.

<< *show & explain user introduction*>>

Before we begin the usability task, please carefully read and sign the consent form. Please note you are consenting to being recorded for this session. The recording being stored on a McGill Server and the recording will only be accessible by the development team and their class.

There are no risks associated with this study. However, should you feel uncomfortable or tired, please ask us to take a break or withdraw from the test. All data collected will be destroyed.

<<obtain consent and start recording>>

Before we begin, do you have any questions for me?

<<Answer user questions>>

Thank you. Then let's start the usability testing. Please complete the pre-questionnaire that I am sending you. It will only take 5 minutes.

<<Send an URL of the questionnaire and wait until the user completes the questionnaire >>

Thank you! I am going to ask you to complete a task.

<<Read the task description>>

And please think out aloud your thought process as you explore our prototype.

<< allow the user to complete the task>>
<< if a user spends more than 1 min, pause a task and move to the next task>>
<<Iterative until users try all tasks>>

Before we wrap up the study, I would like to ask you to fill out this questionnaire. The questionnaire consists of questions regarding your subjective feedback.

<<Send an URL of the questionnaire and wait until the user completes the questionnaire >>

We're all done! Thank you so much again for your participation.

<<Stop recording>>