

# Test Script

Hi! Thanks again for taking the time to participate in this user testing session. I'm Isaure and I've been working on this project for the last two months. Are you alright if I record this session as a way to help me synthesize the results later on?

Great, thanks.

Or

That's not a problem, thank you for telling me.

Before we get started, I wanted to share with you a bit about what we'll be doing today so you know what is going on. I'll give you a bit of context as to what I'm doing and why!

I'll be asking you to try a new web based expert app called Guru and do a few activities using the app. I just want to get a feel of what works well with the app as well as what doesn't. Please remember, this isn't a test about you, it's about the app! There's no right or wrong answers, I just want to hear your honest thoughts and opinions. Don't worry about hurting my feelings, I can only understand what doesn't work if you are candid with me!

I'll start by asking you a few general questions about expert apps and then we'll move on to some activities with Guru. When you're looking at the app, I'd like you to think out loud as much as possible to let me know what you're thinking and feeling as you explore the app. Like, if you think something should/shouldn't be present or if you were expecting something else. Anything goes.

If at any time you feel confused, overwhelmed, or not sure at what you're supposed to be doing, that's totally cool. Just let me know and I'll be happy to get you back on track.

Do you have any questions so far?  
Are you ready?

Great! Let's get started. I'll start recording now

## ***Personal Demographic Questions***

[age range was determined when selecting participants]

What is your current occupation?

Do you use any special equipment, such as a screen reader, with your computer or phone?  
Which devices and how often?

## ***Background Questions***

Before we dive into Guru, I have a few questions I want to ask you to help me get a better understanding of how you might use Guru:

- When you are facing an issue that needs an expert's point of view, do you use any websites or apps to help you find an expert? If yes, which ones? If no, why?

- Do you use apps to book appointments? Or in person?

- Are there any specific experts you would use an expert booking app for? (Eg. Mental health expert, plant expert, tax expert...)

Thanks for answering these questions! Now to the good part. I'd like to show you Guru and start by getting your initial impressions of the app.

Let's start by spending some time looking over the home screen. Can you tell me your first impressions? What do you like and don't like? What do you think about the information on the page? Don't forget to think out loud

Now that you've taken a look at Guru, can you tell me what you think the purpose of the app is?

Thanks. Now, I'd like to ask you to try out some activities using Guru.

### **Tasks**

I'll now give you three scenarios and their corresponding activities. As you complete each activity, we want you to think out loud and tell me what you're thinking and feeling as you navigate through the app.

- You stumble upon Guru while looking for an expert in plant maintenance. You found that this might be exactly what you're looking for and decide to create an account. Using Guru, sign up for an account.

- You find a weird mole on the side of your arm. You're afraid to Google it because you know it'll tell you it's cancer or some other weird disease. Using Guru, search for an expert and book a video session with them.

- You've just finished designing a new prototype for your webpage but you're not sure whether you went too far with the design. Using Guru, search for an expert and send them a message.

Great! That's it. Thank you so much for helping me understand how I can better improve Guru. Before you go, do you have any questions for me?