

User's goals:

- Learn more about the projects and work samples of the designer
- Find the link to the designer's CV and professional network
- Find the designer's contact information and preferred method of communication

Scenario:

You're the head of design in a digital agency in Berlin. You're currently expanding your UX team and are looking for a UI designer with frontend coding skills. Through CareerFoundry, you found Iva. You want to take a closer look at her online portfolio to get a sense of her style and personality.

Script:

Hi, [NAME]! Thanks again for taking the time to participate in some user testing for us. My name is Rebeca Arens, and I'm the designer for this project. Before we start, I'm going to give you a quick overview of what to expect. Today, I'll be asking you to test out our new website for us, in order to find out if it's working as we hoped. I'll be giving you some tasks to complete on the website, and asking some questions as we go along. Please think out loud, and feel free to ask any questions or point out anything you feel isn't intuitive—this is just a test of the website, not of you! I've built this site myself, and this is our first test run, so any and all feedback is appreciated. Feel free to let me know if there's anything you spot, whether you like it, dislike it, feel confused, anything that comes to mind. All of it is useful information that I can use to help me improve this site! With your permission, this session will be recorded. The recording will only be seen by people working on this project, to supplement our notes, and won't be used for any other purpose. Is this okay with you? Great! Before we start, do you have any questions?

Background Questions:

First of all, I'd like to learn a little bit about you before we dive into the testing.

#1: What's your age?

#2: Tell me a little bit about you.

#3: What do you do for a living?

#4: What device do you typically use?

#5: How often do you use it?

#6: On a scale of 1-5, 1 being very uncomfortable, 5 being very comfortable, how comfortable do you feel with using a desktop/mobile device/tablet?

#7: What browser, if any, do you typically use?

Tasks:

Task 1: You'd like to learn a little bit more about my background, and the skills that I have. Where would you find more information about that?

Task 2: You'd like to download and review my resume as well, to see my previous employment. How would you access that?

Task 3: You'd like to learn more about my project l'objet. Where would you go to find that information? What is the project about?

Task 4: As a hiring manager, you're looking to hire someone to create wireframes, and you want to check out my work on wireframes for my projects. How would you find that information?

Task 5: Now that you've seen my work, you'd like to get in contact with me, either by sending me an email or reaching out to me through LinkedIn. Can you show me how you'd do that?

Open Questions:

That's the end of the tasks! Thank you so much for your participation and insights. I'd like to ask you a few last questions, and then we can wrap up the session!

Now that you've proceeded through the whole site, what is your overall impression of the site?

Was there something you really liked or disliked?

What did you notice when you browsed through it?

Is there anything you feel is missing on the website?

Do you have any other questions or feedback for me?

Thank you so much! Have a good day/afternoon/night!