

Session Intro:

How are you today?

Thanks for taking the time to help us today.

My name is **<team member name>** and I will be conducting our website testing. As we have gotten your permission to record this session, your feedback will remain anonymous and will not be shared with others. We record it so that we can collect your opinion and use it to further improve our website

As I mentioned in our discussion, we need your help in testing our travel guide website. The main goal for this is that we can make our website to be more user-friendly. I will briefly ask you some personal questions, later, we will move on to the actual testing, and after that, we will finish the session with another set of questions to record your feedback. Our session will take no longer than 10 minutes.

So let's start!

Pre-test Questionnaire

1. Would you mind introducing yourself a bit?
2. Have you ever used any travel website?
3. If you do have one, what's the name of the website?
4. Do you like using the website? Why?

Thank you for your answer, next I will need your help with the testing.

Tasks Intro

For this session, we would like your assistance regarding one of our website features which is the map / souvenir / history. So here is how we are going to proceed:

Procedure:

- I'll be giving you our website link through the zoom chat. Then, I will give you a task to test our website.
- We would also like to ask you to share your screen when doing our task
- Along the way, I will ask you some questions about the website
- Question that we can use:
 - **What's going through your mind as you view [the target]**
 - **What do you expect to see when you are looking / viewing at [the target]?**
 - When user ask a question related to how to use the website, use the boomerang technique => **"What would you normally do?"**
 - **I notice that you're looking around at the screen. Would you be willing to share what you're thinking out loud to us as you're looking?**

I'd also be grateful if you tell me your first impression out loud, it can be about what you are seeing or what you want to do. All your comments will be helpful for us to understand more about our website's problem.

If you have any questions, feel free to ask us about it but do take note that there might be some questions that I don't have the knowledge of. With that said, I will take notes and discuss this at the end of the session. So, let's start by giving you a task activity.

Post-Task Questionnaire

So now we have finished the test.

Thank you so much for your time and contribution.

We would like to ask you a few more questions before ending the session completely:

1. We would like you to rate the task:
 - 1 for very easy to 10 for very difficult, how would you rate it? Why?
2. What you would have preferred to see on our website?
3. What do you like about our website?
4. From the three task that we asked you, which one is the most difficult one? Why?
5. (Follow up question for #2) Which task is the easiest? Why?