

**User Testing: Task Script**

[To be read to each participant]

I am a student at Sheridan College. For one of our courses, I am working on the development of a COVID Stats application.

I have developed a prototype which simulates some aspects of the final system.  What you will see is not a working system.  Only pages relevant to the tasks I will ask you to complete have been mocked up.  In addition, some links and functionality will not work.  In order to evaluate the prototype and concept, I would like you to interact with the prototype and then give me your honest opinions. Any problems you find will help me improve the prototype.

The testing session will consist of two parts:

1. Completion of three tasks using the prototype, where you will be asked to verbalize your thoughts and opinions as you use the prototype
2. A brief interview to find out your opinions

I will run the session while taking notes.  During the session, you are encouraged to ask questions but I may not be able to respond to them at that time.  I will be able to answer all questions at the end of the session. The session should take about 20-30 minutes.  You can end the testing at any point in the session if you feel uncomfortable.

Do you have any questions?

If you feel comfortable taking part in this testing session, please sign the consent form.   
[Make sure the participants sign the consent form before beginning the session]



**Tasks**

Using the prototype, you will be asked to perform three tasks.  While you are performing the tasks, please try to say your thoughts **aloud**.  If you become quiet, I may ask questions to find out what you are thinking or remind you to speak your thoughts aloud.

**Task 1**  
Please navigate to the chat with a volunteer page.  
 **Task 2**  
Please go to the contacts page, and add a new contact. Please proceed back to the home page after you have added a new contact.

**Task 3**  
Please access the COVID-19 Cases in Canada Screen, and return back to the homepage

**Task 4**  
Please navigate to the request help page with the contact list, and request help from Judy.

**Task 5**  
Please check the number of cases reported by Peel Public Health

[After completion of each task, ask the following question.]

On a scale of 1-5, how difficult was this task to complete? (1 being the easiest)

**Semi-structured Interview Questions (Post-test questions)**

Now I would like to ask you a few questions to find out what you think of the prototype.  [The following questions should be asked in each session.  Other questions may be improvised to solicit further information from the participant.]

1. What aspects of using prototype (application) were problematic or confusing?
2. Did you notice any features that you like?
3. Did you notice any features that you dislike?
4. Which terms, labels or navigation elements are confusing or require clarification?
5. Do you have any suggestions for improvement?
6. Would you xxxxxx?