

4.3 – USABILITY TEST SCRIPT: botanest

Introduction

Hello and thank you for taking the time to participate in this user test. I'm Klaudia, the lead designer on this project.

Before we begin, I'd like to explain what we're going to be doing today so you know what you can expect. I'll read over all the points to make sure I cover everything.

Today, I'll be asking you to try out a new plant care app called, botanest and do a few activities using the app. I asked a few people to try out the application to see what works and doesn't work well.

Please remember that we're testing the application, not you. There are no right or wrong answers – I simply want to hear your honest reactions so don't feel like you need to hold back. Don't worry about hurting my feelings.

I'll start by asking you a few general questions about plant care, then move onto some activities so you can use the app. As you use the application, I'm going to ask you as much as possible to try to think out loud and let your inner voice out. Please tell me what you're looking at, what you're trying to do, and what you're thinking. This will be a really big help.

If at any time you find yourself confused or unsure how to move forward, that is totally fine. Simply let me know and I'll get you back on track. You should also feel free to let me know if you need to take a break at any point or if you'd like to end the session early for whatever reason, no questions asked.

Finally, before we begin, would it be okay if I were to record this session? This will only be referred back to by me to understand how to improve the app and won't be shared with anyone else. It'll allow me to not take as many notes.

Do you have any questions?

Are you ready to begin?

Great – I'll start recording to begin to session.

Demographic Questions

Before we begin the testing, I have two quick questions to get to know you:

1. What is your age range?
 - a. 18-24
 - b. 25-34
 - c. 35-44
 - d. 45+
2. What is your occupation?

Background Questions

The app we will use today is called botanest. The following questions will help me understand how you would use the app in a real setting

1. Do you currently use an app/website to track and/or care for your houseplants? If so, which ones. If not, why?
2. Are there any specific aspects of a plant care app that you would find useful for your personal use (e.g. plant inspiration, learning how to care for your plants, reminders)?

Open-Ended Questions

Thank you for answering those questions. Now, I'll show you the botanest app and start by getting your initial impressions of the app.

Spend some time looking over this introduction screen.

Without clicking anywhere yet, can you tell me what your first impressions are? What do you like and don't like, what you think about the information displayed, or any other thoughts you might have? Remember to think out loud as much as possible.

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

Okay, now I'll give you some tasks to complete within the app. The buttons are clickable and the screen can be scrolled, so feel free to use the same functions as you would with any typical app.

Tasks

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

- You hear about a new plant care app called botanest and sign up for an account
- You received a plant as a gift but you're unsure what the species of the plant is called. You need this information to know how to care for the plant so you send an identification request to a Botanical expert within the app
- You want to add a new plant that you just bought to Your Nest. You search for a Swiss Cheese plant and add it to Your Nest
- You'll be on holiday from April 18-May 1, and you want to share your plant care schedule with a friend who will be taking care of the plants while you're away

Wrap Up

That's the end of the session. Thank you for participating and helping me better understand how I can improve botanest.

Do you have any further questions or feedback before we go?