

# User Testing Script - May 16, 2019

## Friendly intro

Welcome \_\_\_\_\_, how are you doing today?

So my name is \_\_\_\_\_, and I'm going to be walking you through this session. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything. You probably already have a good idea of why we asked you here, but let me go over it again briefly.

## The project

We have observed that the current PDF form used to facilitate bid submissions isn't meeting the needs of vendors who want make submissions on their mobile device in a timely manner. Vendors currently find it inconvenient to have to travel back to their office to make the submission or they end up missing the deadline.

We have designed a low-fidelity but mobile-friendly wireframe prototype and we hope to get your thoughts on if this new design would meet your needs better.

## The logistics

The first thing I want to make clear right away is that we're testing the prototype, not you. You can't do anything wrong here.

As we go through the prototype, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project. Also, there are a few people from the extended team observing this session online to hear your feedback first-hand and so that they can also help me take notes. Are you okay with us recording the audio and the screen?

[start recording to local computer]

Do you have any questions so far?

I'd like to ask just a few questions before we get started.

- How many work hours do you spend a day on your mobile phone versus a computer?
- What mobile device or devices do you use?
- How do you currently submit quotes to other government organizations?
- How do you currently submit quotes to non-government organizations?

Okay, now let's get setup so that you can see the prototype. Let me share my screen with you.

[share screen - the whole browser so that new tabs will also be shared]

Are you able to see my web browser on a blank page?

I'm going to hand over remote control of my mouse so that you can also control it. You will get a prompt asking you if you want to take control, please accept. Let me know when you're able to move my mouse.

[if works] Great! We're all set.

[if doesn't work] Okay, we've had this tech issue on occasion before. When we go through the prototype you can direct me and I will move the mouse on your behalf.

## Set context

Before we show you the prototype, I'd like to set the context. Let's assume that you're a commercial print vendor (instead of a form/envelop/digital conversion vendor) today and you just received a request for quote from Sean Hurdle, an External Print Coordinator.

## Request email

[pull up prototype with email]

What would you do after reading this email?

[ask "why" and dig further into their operational process if appropriate]

Could you please open the attachment?

[document opens in new tab]

You'll notice that in this spec document, the client is looking for two products and wants a quote for colour and black&white. [highlight quantity of products and ink options]

Let's go back to the email. Before you click the URL, what do you expect to first see when you land on that webpage?

Please go ahead and click the URL now.

## Instructions page

What do you think this page is about and how do you feel about it?

Please go ahead and click next.

## Job info page

What do you think this page is about and how do you feel about it? Please feel free to scroll and describe what you're thinking but please don't click anything.

What would you do if you were not able to meet the delivery date?

- What do you expect to happen after checking the box?
- Please go ahead and check the box.
- What are your thoughts about the new fields you see?
- What are some of the common reasons why you might not be able to meet the delivery date?
- Please go ahead and select the dropdown.
- What are your thoughts on the dropdown options?
  - [for digital conversion VOR] As a Digital Conversion vendor, what would be appropriate reasons for not being able to meet the delivery date?
- Please choose "Stock lead time" in this case.
- Please click the Best date field. This prototype is static so we're using predefined results but in the real webpage you would be able to type in this field.
- What do you think about typing a date?
- For the purposes of this prototype, let's check "Yes" for the delivery date.

What would you do if you were not able to supply the correct paper stock?

- What do you expect to happen or see after checking the box?
- For the purposes of this prototype, let's keep the "yes" for the paper stock

Okay. Let's proceed to the next page.

## Vendor info page

What do you think this page is about and how do you feel about it?

If you knew what your vendor ID was, what would you do?

- Okay, please click the vendor ID input field and this prototype will populate it for you.
- What would you do next?
- [if user says Submit] What do you expect to happen after clicking Submit?
  - Please go ahead and click Submit.

What would you do next?

Which email address would you use?

- Please go ahead and click the email input field and this prototype will populate it for you.

Okay. Let's proceed to the next page.

## Quote info page

What do you think this page is about and how do you feel about it? Please feel free to scroll and describe what you're thinking.

What types of files would you attach, if any?

So, as a reminder, the client is wants two products printed and wants a quote for colour and black&white. What would you do?

- Please go ahead and click the product description input field and this prototype will populate the next three fields for you.

What would you do next?

- [if user doesn't add new product and instead adds another option, ask why then redirect them to add another product]
- Please go ahead and click the product description input field and this prototype will populate the next three fields for you.

What would you do next?

- Please go ahead and click the shipping cost input field and this prototype will populate the next two fields for you.

How would you go about entering the quote for the black&white version?

Can you think of any situations where you would not include a shipping cost?

Historically, do you provide the cost breakdown or do you just provide a grand total for each alternative?

Okay. Let's proceed to the next page.

## Quotation summary page

What do you think this page is about and how do you feel about it?

What are your thoughts about the quote section displaying just the grand totals?

What would you do next?

What do you expect to see after you click Submit?

Okay. Please proceed to submit.

## Confirmation page

What are your thoughts about this page?

Okay. Please click the text and then you can see what the email will look like.

## Confirmation email

What are your thoughts about this email?

## Final questions

How was that experience overall?

What did you find confusing and/or difficult and why?

What did you find easy and why?

If I can only remember three things from this session, what would you want me to remember as takeaways?

Are there any burning questions from people on the call?

Do you have any questions for us?

## Closing

Thank you so much for taking time out of your busy day to meet with us today. Your feedback is extremely helpful and we will definitely take them into consideration when designing this new quote submission form.

Please feel free to reach out to us or your External Print Coordinator if you have any questions later.

# General prompts to use throughout

- If user answers something without a lot detail,
  - consider asking “why” or “could you elaborate” to gain more insight
- If user asks you a question,
  - turn the question around and ask what do they think or what would they do if you weren't around
- If user is confused or isn't pleased with what they see,
  - ask how they would improve it