

# User Testing Script - May 23, 2019

## Friendly intro

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

So my name is \_\_\_\_\_, I work for the Ontario Digital Service, 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 quote 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 come up with two alternative ways for you to submit your quotes and we'd like to get your feedback today.

Option 1 is an email with questions that would be sent to vendors like yourself. You would simply have to answer the questions inline by replying to the email.

Option 2 is an online form that aims to accomplish the same thing.

We hope to get your thoughts on which 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 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.

## Email with Embedded Bid Form

I would like to show you the first prototype, which is an email.

*[pull up webmail draft email with browser window shrunk to mobile size]*

What do you think this email 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 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. How would you go about responding to Sean?

- How do you feel about giving a reason for not providing the correct stock or material?
- 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?
- What do you expect to happen if you were to leave some of the mandatory questions empty in your reply email?

## **Conclusion**

What did you like about the email template? And why?

What did you dislike about the email template? And why?

Are there any concerns you think could arise with using this email template as a way to provide us with your quote?

How comfortable are you entering accurate financial information into an email?

Commented [1]: not sure what we're trying to learn here...

Commented [2]: one of the digital conversion vendors from last week mentioned he doesn't like having financial info in an email on his phone. So this could help us determine whether a structured form would put the user at ease. (I'm not saying we have to have it, but that's my own reasoning)

## Drupal Form

Now I would like to show you our second prototype, which is a webform. Right now the webform is not public. Once it is ready to go public, ideally a vendor would receive an email from a Print Coordinator, such as Sean, with the link to this webform. For now, we will jump right to the webform.

*[pulls up prototype]*

How do you feel about this page? 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 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 go ahead and select any of the options

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?
- What would be appropriate reasons for not being able to provide the correct stock?

- Please go ahead and select yes for the purpose of this testing this prototype.

Okay. Let's proceed to the next question.

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

How would you go about entering the quote for the other version?

What do you expect to happen when you click submit?

Okay. Let's click submit!

### **Confirmation page**

Because this project isn't yet in production, we don't have a confirmation screen that appears. If it were in production, it would say something along the lines of "Thank you for your bid submission".

### **Confirmation email**

After submitting the bid through this form, vendor would receive a confirmation email like the one shown in our first prototype test.

### **Final questions**

What did you like about the webform? And why?

What did you dislike about the webform? And why?

Are there any concerns you think could arise with using this webform as a way to provide us with your quote?

## Closing

Ok, that wraps up this session.

If I can only remember three things from testing these two prototypes, 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?

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