

Test Script

Hi *<User Name>*, my name is *<my name>* and I will be walking you through the testing session today.

We will be testing two prototypes. Please remember that we are testing the system and not testing you. There is no right or wrong answer.
Please think out loud while you're trying to accomplish a certain tasks as this will help us with our tests.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using an app that we're working on so we can see whether it works as intended. The session should take around 45 minutes or an hour.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

<Read user introduction>

If you would, I'm going to ask you to sign a simple consent form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

<Give user pen and consent form and start recording>

Do you have any questions so far?

<Answer user questions>

Ok, great. Before we start looking at the app, I would like to ask you a few questions.

<Read pre-questionnaire sheet and fill it out based on user's answers>

Thank you for answering my questions, we will now give you a quick rundown on how to use our application.

<Show the user documentation>

Any questions?

<Answer user questions>

Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

<Read task 1 description>

<Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated>

<Record time it takes the user to accomplish the task>

<Repeat for each task or until time runs out>

Thank you, that was very helpful. Now that we're done with the first prototype, we're going to do the exact same thing for the second one.

<Hand in second prototype>

<Read Task 1 description>

<Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated>

<Record time it takes the user to accomplish the task>

<Repeat for each task or until time runs out>

Thank you for participating in our study. Do you have any questions for us?

Could you please fill out this questionnaire?

<Hand in post-test questionnaire with a pen>

Thank you, have a great day!

<Turn off recorder>

<Collect questionnaire, escort them out>