

# **Kordz Usability Test - Script**

## **1. Introduction**

*<Introduce the team and ask the participant to introduce himself>*

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## **2. Objective**

Today we will be looking at the pre-release prototype of **Kordz**. It is a mobile music application that is still in its early stages and not completely functional. Today we will be performing a test to evaluate the application's usability. You are similar to the targeted audience we expect for whom this mobile app is designed, and we are here to learn from you. Your results and opinions will help us know when **Kordz** will reach a usable stage. As well as determine whether any changes are to be made to improve the design.

## **3. Permission to Record and Data Collection Consent**

During this study, we will ask you to perform certain tasks as well as obtain feedback from you along the process. In particular, it explains why we are doing the study, what the nature of the environment would be and what will happen in the study. We will present a consent form detailing these aspects. We ask you to read it carefully and if you have no questions/issues, please grant us permission to start this test.

Once your consent is granted, we will be recording the screen for further analysis. We would like to convey our firm agreement that this recording will not be used outside of this study and your privacy will remain confidential at all times.

Data that will be collected from the user:

- Time to complete a given task
- Number of errors made
- Amount of user input required/screen touches (mouse clicks in this case)
- Which tasks were completed successfully, and which failed?
- Answers to the interview questions
- Questionnaire answers
- Body language and facial expressions
- Articulated comments by user while performing a task

## **4. Not Testing You**

We want you to please remember, we are NOT TESTING YOU nor your abilities, but conducting a test on the usability of the interface.

## 5. General Instructions/Guidance:

- Please verbally signal the start and end of each of the tasks you perform. You can use zoom's "raise hands" feature to provide signals as an alternative.
- At any point if you get stuck or need assistance feel free to ask us.
- You are encouraged to say your thoughts and opinions out loud for us to better judge Kordz user experience.

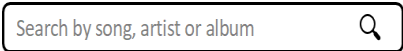
Do you have any questions?




<Check if the notetaker is ready>

<Ask before usability test interview questions>

## 6. Tasks

|                | Instructions   | Task to Perform                       | Click Path  |
|----------------|--|---------------------------------------|---|
| <b>Task 1:</b> | You have opened up the interface and have been navigated to the " <b>SIGN IN/UP</b> ". Here you are asked to perform the following task: | Sign up to create an account          | <ol style="list-style-type: none"><li>1. User starts on the <b>SIGN IN</b> screen</li><li>2. User click on the "<b>SIGN UP</b>" button</li><li>3. User then creates: "<b>username</b>", and "<b>password</b>" by typing in the appropriate fields</li><li>4. User clicks "<b>I agree to Terms &amp; Conditions</b>"</li><li>5. At last, user click "<b>SIGN UP</b>", button</li></ol> |
| <b>Task 2:</b> | Now that you have logged into the application and have navigated to the home screen. From here you are asked:                            | Hide/Show the song panel              | <ol style="list-style-type: none"><li>1. The Song Panel is displayed right above the bottom navigation bar.</li><li>2. Click the "»»»" icon on the left side to show the song panel</li><li>3. Click the "«««" icon on the right side to HIDE the song panel</li></ol>  |
| <b>Task 3:</b> | Once you have interacted with the Hide/Show song panel, it is time to test out   | Search for the song, "Therefore I am" | <ol style="list-style-type: none"><li>1. Click the search icon 🔍 from the bottom navigation bar</li></ol>   |

|                |  |  |   |
|----------------|--|--|---|
|                | the search features. Here is what you're doing:  |  | <p>2. User then <b>enters</b> the <b>song/playlist/artist</b> name in the search bar field</p>   |
| <b>Task 4:</b> | The search page will let the user perform multiple times of searches. Here you're asked to:                              | Perform an advanced search with the following details:<br>Major Lazer,<br>English,<br>Rave Music,<br>2019-2020 | <ol style="list-style-type: none"> <li>1. Click the <b>advanced search</b> link located underneath the search bar field.</li> <li>2. Users will be redirected to the new <b>advanced search</b> screen.</li> <li>3. Users will enter appropriate information in the fields and hit the <b>search</b> button.</li> </ol> |
| <b>Task 5:</b> | Here is another feature that you will be asked to test:  | Listen for Music   | <ol style="list-style-type: none"> <li>1. Click the <b>listen for music</b> link located underneath the search bar field.</li> <li>2. Users will be redirected to the <b>Listen for Music</b> screen.</li> <li>3. Once the music is detected, the song with it's details will be displayed on the screen.</li> </ol>    |
| <b>Task 6:</b> | Once you have interacted with Show/Hide song panel feature, it's time you interact with the displayed songs information: | Find Drake's next concert date and location  | <ol style="list-style-type: none"> <li>1. Click on <b>artist name</b> that's displayed under the <b>song name</b></li> <li>2. User will then be redirected to correct <b>artist</b> page</li> </ol>   |
| <b>Task 7:</b> | Now that you've started listening to a song, you will have the following feature to perform a test on:                   | Show/Hide lyrics   | <ol style="list-style-type: none"> <li>1. Navigate to <b>now playing</b> song which is located just above the bottom navigation bar</li> <li>2. Click on the <b>song image</b></li> </ol>   |

|                |   |   |  |
|----------------|---|---|--|
|                |   |   | <p>3. Click on the  to <b>show</b> the lyrics</p> <p>4. Click on the  to <b>hide</b> the lyrics</p>        |
| <b>Task 8:</b> | You will now interact with the last feature of our interface. You will be asked to: | Request to connect to username, “alphatunes” (no space and all lowercase) | <p>1. User clicks on the <b>connect</b>  icon that’s displayed in the navigation bar</p> <p>2. User enters the <b>username</b> in the textfield and hits <b>request to connect</b> button</p> |

## 7. Closure

<Ask after usability test interview questions>

Do you have any additional questions or concerns for us?

<respond to user’s queries>

We have a questionnaire for you if you could complete it please, thank you very much for your time today.

<Turn off the video camera>

**END OF USABILITY TEST**

## **Consent Form for Usability Testing**

You are being invited to participate in a User Interface Testing program. This test will be conducted in an online environment. This study is being conducted by Kordz, a group of students from the ITEC department of York University.

This form explains why we are doing the study, and what the nature of the environment would be. It tells you what will happen in the study. This information will help you to decide whether or not you wish to be a part of the study.

**Purpose of this study:**

The main purpose of doing this study to ensure the interface is at a usable stage.

**Description of the study:**

In this study, you will be given a series of tasks. These tasks will help test the usability of the interface.

**Nature of study:**

For this study, the participant will be attending a ZOOM meeting. Where the usability test will be conducted and recorded.

**Confidentiality Requirements:**

1. No other participants will appear in the study
2. The recording is not to be shared outside of the meeting
3. The recording is not to be used for any other purposes other than the completion of the assignment
4. The recording of the study will be destroyed at the end

I confirm that I \_\_\_\_\_  
have read the consent form and agree to participate in this study.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Please do remember we are not testing you, but the usability of our interface. Thank you.*

## **Kordz Usability Testing Interview Questions**

Before:

1. Do you use music streaming applications?
2. Which music application do you use?
3. How often do you use music applications?

During:

4. By looking at the navigation bar at the bottom, which page do you think you're on?
5. Did the blurring of the background enable you to see the search results better or Would you prefer to see the results on a separate screen?
6. What difference do you notice between the first and second result on the screen?
7. Could you tell that the application was searching for the song while you waited?
8. Looking at the lyrics displayed on the screen, what line is currently being played?
9. How many devices are currently connected and what type of device are they?

After:

10. Do you think you would require additional help or documentation to use this application?
11. Compared to the <user's current app>, how easy or difficult was it to use Kordz?

Link to Kordz high-fidelity prototype:

[https://drive.google.com/file/d/1t-zAfg3M7bZt3QChYoAvLa\\_5ETcXAZlu/view?usp=sharing](https://drive.google.com/file/d/1t-zAfg3M7bZt3QChYoAvLa_5ETcXAZlu/view?usp=sharing)

Link to Kordz SUS questionnaire:

[https://docs.google.com/forms/d/1WLAGu345vxDmh5RMa8Wkk2UtKnY6dYbM\\_yg4vdlMWGk/edit](https://docs.google.com/forms/d/1WLAGu345vxDmh5RMa8Wkk2UtKnY6dYbM_yg4vdlMWGk/edit)