TEST SCRIPT - expressIt App
In this test, I have developed a high fidelity prototype that users can simulate to have an interaction with the chat application that I developed using kotlin on android studio. This will help me understand any difficulties user might encounter using the application and some features that can be added or removed from the application based on the user's interaction and understanding of the application interface and features.

INSTRUCTION
Hello, "test subject name", I am Tolu and I will be working with you through this session today. You will be helping me test the chat application that I developed. I have developed a high fidelity prototype that provides a live simulation of the application where you can interact with the application. I will require you to perform some tasks on the prototype without any assistance.

The main aim of this exercise is to understand your experience as a potential user of this application and use the findings to improve the overall design of the application. Please bear in mind that you are not under any pressure, the focus is not on you, but the application. You can express yourself as well as you want to and ask any questions. I will be taking some notes based on your interaction with the system.

THE SIMULATION TOUR
Using the online simulation(https://expressitapp.000webhostapp.com/) as test environment I explain the application, its interface and features to the users. I will entertain any questions the user may have and clarify any confusion or concerns that may arise at this point. I will also ensure that while answering any questions, that I do not disclose too much information, as this might alter the user's mental model.

TESTING METHOD
Tasks
This section is to be completed by the test subject without any assistance from the researcher. The user is handed a list of tasks, which will be completed using the simulation which can found here https://expressitapp.000webhostapp.com/ (please launch simulation on an android device for the best experience). The instructions in this task will also be read aloud by the designer and they will take notes. The participants are informed that they might hit a dead-end at any point. By completing these tasks, the user allows the designer to understand their mental model and where they expect to find some features.

Assuming that the user already has an account on the application, the following tasks should be completer;

- **Task 1: Log in to your account**
- **Task 2: Save changes made to your account settings**
- **Task 3: Send a text message to any of the listed users**
- **Task 4: Go back to the list of users from task 3**

- **Task 5: Send an image message to any user**

Questions and Suggestions

The test subject is asked some predetermined questions to understand their perception of the application and the task they just completed. I will also entertain any questions the user might have and do my possible best to answer the questions. Make sure the user understands that you might not have an answer to all the questions immediately, take note of all your observations.

REPORT FROM THE EXERCISE (FOR DESIGNER/RESEARCHER USE ONLY)

To adequately coordinate data collection from this test, I will be asking the user some open and close-ended questions to understand the quality of the application and their experience with the new interface.

The following question will be directed to the test subject
1. How would you describe your overall experience with this interface?
   ☐Excellent   ☒Very Good   ☐Good   ☐Bad   ☐Very Bad
2. How would you rate the ease of navigating this interface?
   ☐Excellent   ☐Very Good   ☐ Good   ☐Bad   ☐Very Bad
3. How would you rate the features included in this interface?
   ☐Excellent   ☐Very Good   ☐Good   ☐Bad ☐Very Bad
4. What did you like the most about the interface?
   ----
5. Any other comments or suggestions?

NOTES

MORE TEST SCRIPT INFORMATION
Created by:
Date Created:
Test Executed by: _____
Date of Execution: _____
Location of Execution: ………………………………………………..
Test Environment: Online Simulation

END OF TEST SCRIPT

USER RESPONSES
I have selected 3 test subjects to participate in this simulation, the test subjects include a family member, a colleague at work and a University of Regina student. I will highlight the responses of the users to the study questions here.

USER 1
1. How would you describe your overall experience with this interface?
    ☒Excellent   ☐Very Good   ☐Good   ☐Bad   ☐Very Bad
2. How would you rate the ease of navigating this interface?
    ☒Excellent   ☐Very Good   ☐ Good   ☐Bad   ☐Very Bad
3. How would you rate the features included in this interface?
    ☐Excellent   ☒Very Good   ☐Good   ☐Bad ☐Very Bad
4. What did you like the most about the interface? Navigating the website was very easy and straight forward.
5. Any other comments or suggestions? It will be good to have an option to delete an existing account. Also can I have add profile picture in the account section

NOTES: The user appeared to be very comfortable and satisfied with interacting with the application. All the tasks were completed without any error

MORE TEST SCRIPT INFORMATION
Created by: Tolu Fatoki
Date Created: 12/01/2019
Test Executed by: Temi
Date of Execution:12/03/2019
Location of Execution: Home
Test Environment: Online Simulation

USER 2
1. How would you describe your overall experience with this interface?
    ☐Excellent   ☒Very Good   ☐Good   ☐Bad   ☐Very Bad
2. How would you rate the ease of navigating this interface?
    ☒Excellent   ☐Very Good   ☐ Good   ☐Bad   ☐Very Bad
3. How would you rate the features included in this interface?
    ☐Excellent   ☒Very Good   ☐Good   ☐Bad ☐Very Bad
4. What did you like the most about the interface? I like the simplicity of the application, the tasks were easy to complete with the features on the application. I could easily navigate the features
5. Any other comments or suggestions? I need to be able to have a profile picture that I can change anytime I want to and I also need to be able to see the pictures of the users that I am chatting with with their names. I wish I can also use my phone for authentication.

NOTES: The user seems very satisfied with interacting with the application. He had some suggestions and question which I was able to answer adequately. He overall reaction to the interface and tested features was great

MORE TEST SCRIPT INFORMATION
Created by: Tolu Fatoki
Date Created: 12/01/2019
Test Executed by: Betrand
Date of Execution: 12/05/2019
Location of Execution: Home
Test Environment: Online Simulation

USER 3
1. How would you describe your overall experience with this interface?
   ☐Excellent   ☒Very Good   ☐Good   ☐Bad   ☐Very Bad
2. How would you rate the ease of navigating this interface?
   ☒Excellent   ☐Very Good   ☐ Good   ☐Bad   ☐Very Bad
3. How would you rate the features included in this interface?
   ☐Excellent   ☒Very Good   ☐Good   ☐Bad   ☐Very Bad
4. What did you like the most about the interface? The features were very easy to navigate, the interface, choice of color and general design looked really good. The app was easy to learn and the purpose was of the app was easily identified.
5. Any other comments or suggestions? I need to know which user is logged in to the application without going to the account section, maybe having the current user name on top of the people section. I don't want to chat with everyone who has the application installed on their system, I need to chat with only people who I have their email address. I need to be able to change my profile picture from the account section.

NOTES: The user appeared satisfied with the interface and the functions, he felt a lot of improvement can be made to the application but agrees that the basic functions included in this application was sufficient to meet the purpose of the project. He was impressed with the presentation of the simulation.

MORE TEST SCRIPT INFORMATION
Created by: Tolu Fatoki
Date Created: 12/01/2019
Test Executed by: Samuel
Date of Execution: 12/06/2019
Location of Execution: Riddell Center, University of Regina
Test Environment: Online Simulation