# **­­**Hi, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We’re asking people to try using a prototype that we’re working on so we can see whether it works as intended. The session should take about about 20-30 minutes.

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| --- |
| * The first thing I want to make clear right away is **that we’re testing the site, not you.** You can’t do anything wrong here. * 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. |

Do you have any questions so far? OK. Before we look at the site, I’d like to ask you just a few quick questions.

* First, what’s your occupation? What do you do all day?
* Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?
* And what’s the split between email and browsing—a rough percentage?
* What kinds of sites are you looking at when you browse the Web?

Protoype for test:

<https://61zfrn.axshare.com/#g=1&p=display_panel>

First, I’m going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it’s for. Just look around and do a little narrative.

You can scroll if you want to, but don’t click on anything yet.

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy.

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

**USER STORIES/SCENARIOS Tested**

**Requester**

As a **Requester**, the display panel outside the conference room shall present/display conferences scheduled for that room and day in the format of “0000-0000 Conference Title Last Name”

As a **Requester**, I shall have information about the conference room presented during the reservation process: building, room number, and available A/V Equipment.

As a **Requester**, I shall be presented a graceful message if I book two conference rooms at the same time, and I book a conference room longer than 3 hours.

**Reservation Manager**

As a **Reservation Manager**, I shall be able to access a report for occupancy and vacancy rate of each conference room, which exportable with data depicted as a histogram.

As a **Reservation Manager**, I also can make a reservation, view user friendly messaging, and view the display panel as a **Requester.**

**Administrator**

As an Administrator, I shall be able to Add/Modify/Delete users, update available conference rooms, and change the Audio/Visual equipment list.

**Follow up:**

* What did you find easy to accomplish?
* What did you find difficult?
* Do the information architecture and navigation make sense? (Can users find what they’re looking for?)
* Do you have any final suggestions or comment to help us improve the experience?