

Usability Testing

Snag Social Media
April 13, 2015

Tester

Administrator

Administrator:

Set computer browser to a neutral page.

Welcome to our usability test, and thank you for participating. During the testing phase, it is important that we stick to three main concepts of our testing.

First, the main goal of this is to test the web site, and not the user. Nothing you do will be incorrect, and there are no mistakes.

Secondly, it is very important that you talk and think out loud. Our feedback from this test mainly comes from your thought process behind your actions, and what you're trying to accomplish. The more you think out loud, the more you will help us. We would like to see your 'raw' reactions and opinions to each thing you discover, whether it be positive or negative.

Finally, questions and comments will be recorded. If you have questions for the administrator of your test, please feel free to ask. The administrator is there to help you along, but not give you the answers. They will answer to the best of their knowledge, but their main focus is to see how you discover the answers. Questions that cannot be answered during the testing phase will be answered at the end.

The testing phase will be recorded for later use in our study. There also may be a team observing this session from another room. If you are comfortable with this, and you agree, please read and sign this consent form. Do you have any questions before we begin?

Administrator:

Give tester the *consent form*.

Once signed, start the camera and microphone for the computer capture and webcam.
Also consider if an NDA Agreement is being advised, and if needed, administer it.

We're going to ask you some basic questions to get started. Please answer to the best of your ability.

1. On a scale of 1-10, how comfortable are you with a computer?
2. For how many hours a week do you use the web?
3. Have you ever visited the web site being tested today?
4. Of the previous question, what percentage of each is surfing the web?
What percentage is emails?
5. What is your favorite web site?
6. What is your most used website?

Administrator:

Begin Test Phase. Open website and ask for tester's opinion.

Initially, what does this opening page tell you about the site? You may scroll, but refrain from clicking anything. Give us your honest opinion on what you think. What do you think the main intentions of the site are?

Next, I am going to tell you a main goal in which you are to attempt.

Remember to speak out loud during this phase, and try and tell us your thinking behind your decisions.

Administrator:

Start Scenario #1:

Scenario #1:

You are a new user to the site, and would like to register. Please attempt to set up an account and get registered to log in.

You have all the time you need to complete this task, unless otherwise specified. If you get stuck at any point, please express your thoughts, and try and work your way through it. If you cannot proceed from this point, the test will move on to the next scenario.

Administrator:

Administer Scenario #2:

Scenario #2:

You are a registered user and would like to login to view events. Please attempt to login to your account and find the events page.

You have all the time you need to complete this task, unless otherwise specified. If you get stuck at any point, please express your thoughts, and try and work your way through it. If you cannot proceed from this point, the test will move on to the next scenario.

Administrator:

Administer Scenario #3:

Scenario #3:

You would like to create a new event to find friends to hang out. The event can be anything you wish, with whatever parameters you'd like to set. It just has to include all parameters available to the form.

You have all the time you need to complete this task, unless otherwise specified. If you get stuck at any point, please express your thoughts, and try and work your way through it. If you cannot proceed from this point, the test will move on to the next scenario.

Administrator:

Follow up / Test Conclusion:

Do you have any final questions about the web site, testing or anything else that comes to mind?

Administrator:

Conclude Test
Cameras Off
Save Files

Well, this concludes the testing phase for usability. Thank you for your participation! We greatly appreciate your feedback and support.