

# TEST DAY MODERATOR SCRIPT

## ***Welcome the participant.***

Hello\_\_\_\_\_. My name is Quinton, and I am a part of QRcline systems group. How is your day going? Did you find the lab OK? (work on making the user feel comfortable... give the user a moment to talk)

## ***State the purpose of the study.***

First of all, I want to thank you for participating in this study. I understand your time is valuable, but hopefully you find this experience enjoyable.

We are performing usability testing on a application for an online book seller called Better World Books. For the next 10-20 minutes we are going to spend time together to get your impressions of this application. I am going to ask you to complete a series of tasks that match goals typical uses like yourself might have when using this application. We are interested in knowing how you do use this application, where you look, things like that. More than what you're *doing*, though, we're interested in knowing what you're *thinking*, how you react to things on the application.

## ***Describe thinking out loud.***

One important thing we need you to keep in mind while you are testing is that we need you to "think out loud." You know when you are using something, and you may get frustrated or confused, and you think in your head, "Why is this so hard?" "What am I looking for?" "I think this is what I need to do." We want you to do the same thing, but instead of just *thinking* it, we want you to *say* it out loud.

I know that sounds a little bizarre, but you'll get used to it quickly. This really helps us understand what is going through your mind while you are using the application. If you like it, I want to know that. If you get frustrated or are confused, I want to know that too. I don't know anything you are not willing to tell us, so please speak up and say what's on your mind. We want to know what you think of your experience with it, whether positive or negative. I want to let you know that there are no wrong answers in this study. We're looking for your genuine impressions.

I am going to watch you complete these tasks, take notes, and with these notes we will improve the application.

## ***Describe the room.***

***I want to take a moment to describe the room to you. This is the computer that you will be using to test***

The resort application is already configured for you. If you have any issues with the application please ask me.

## ***Explain the testing process.***

The way this testing is going to work is that I am going to give you a number of tasks to complete. Each task will have a specific goal, and I want you to explore the application and complete each task. I will tell you if you need to use certain inputs and such, but most of the time you will be accomplishing each goal as you

feel is the most effective way to do it.

While you're using the application, I will be observing.

I will be with you for the first couple of tasks. After each one, we will talk about your experience with it, how you felt during the task, and so on. Go through all of the tasks and complete each the best way you can. I'll explain more about that in a moment.

When we are done, I will provide you with a closing questionnaire. I will compensate you \$25 for your time.

***Ask the participant to share any questions or concerns.***

So, before we get started, do you have any questions or concerns?

***Start the study.***

OK, then we can begin. Here is task #1. As I said earlier, I am going to stay here in the room with you during the first couple of tasks. I won't be saying anything, I'm just going to be observing. Do not hesitate to ask if you have any questions.

Case 1:

Room: Atrium King  
Adults:2 Children:0  
Date: 3/16/2019  
Parking: Yes  
Card: VISA 4567-8652-4319-3333  
Expires: 08/2020

Case 2:

Room: Atrium Queen  
Adults:2 Children:2  
Date: 6/17/2019  
Parking: Yes  
Card: VISA 3659-4486-4319-3333  
Expires: 09/2022

Case 3:

Room: Atrium Queen  
Adults:2 Children:2  
Date: 6/17/2019  
Parking: Yes  
Card: VISA 3659-4486-4319-3333  
Expires: 09/2022

Case 4:

Room: Standard Queen  
Adults:2 Children:1  
Date: 7/17/2019  
Parking: No  
Card: VISA 2222-4486-4319-1111  
Expires: 11/2022

# User Test Reflection

The users had several suggestions on the design and the functionality of the application, they are outlined below.

- i) Page 1
  - (1) Make Reservation name field have Placeholder Text
  - (2) Fix persons in room when room is changed.
- ii) Page 2
  - (1) Fix input mask issue with credit cards when multiple credit cards are selected one after another.
  - (2) Typo with the Total Due
  - (3) Consider making date mm/yy
  - (4) Check the length of the credit card input to verify credit card

Overall: Consider updating graphics to be more modern.

## ToDo

1. Fix typo
2. Fix input mask issue with credit card
3. Fix name field place holder text
4. Check length of credit card input.

## ToDo if time

1. Fix logic with the number of people in room when room change