Easy Email Usability Test Script

Introduction

Hello, my name's [moderator], and I'm going to walk you through today's session. Thank you for joining us to conduct this usability test. Your feedback is valuable and will help us evaluate and modify our email functions as intended. There are no wrong answers, we will request to perform a few tasks. Please feel free to talk through the steps that you are using while using EasyEmail. If you need a break or to stop at any time, please let me know.

I also want to confirm that you've received and had a chance to review the participant agreement? Did you have any questions? If you have signed the agreement, please send me a copy. Great. Do you have any questions for me at this time?

Collect data about the user :

Before we use Easy to email, please share a little bit about you

Name, Age, Occupation, Computer usage, What motivates you?

Tasks :

Thanks. Now I'm going to ask you to perform a few scenarios. I'm going to read each scenario out loud, and I'll also share the text of the scenario in the presentation