Sam Colburn

William Kniffin

FINAL PROJECT Usability Testing Script

- Setup: Have web browser open to Google.com for a neutral starting point.

Hi, _____. My name is _____, and I am going to walk you through a web usability testing session for our Final Project today. The purpose of today's session is to gain an unbiased look at the functionality of this web page. One thing to make clear is that we are testing solely the website, as opposed to you, the user. It is impossible for you to make any mistakes.

As you explore the webpage in a few moments, please vocalize your thought process as much as possible. That will be very valuable towards our ultimate analysis of the site's usability. Please be as straightforward in your responses and please try to think out loud.

Of course, feel free to ask questions at any point during this process. I may give vague answers sometimes, only to remove any bias from this session. If you don't mind, the computer will be recording our audio conversation, as well as your interaction with the screen. Video of you will not be recorded. Could you please sign this document if that all sounds alright?

- Give the permission form to the user, and have them sign and date it.
- Begin the screen and audio recording.

If you could, could you please talk about how much internet use plays into your professional and daily life?

 I'm now going to show you the site we are reviewing today. Please review the site and think out loud as to what you think the purpose of the site is and your thoughts about the home page. You can scroll around here but please don't leave the page.

- Open up Final Project for the user

[In this section, help the user understand the scenario posed to him and take notes on his experience.]

1. Register an account on the website.
2. Leave a comment on a pet.
3. Try to adopt one of the animals.
4. Change your profile information.
5. Login as administrator, edit the details of one of the animals.
6. How much does "Simba" weigh?
7. Who are our featured pets?
8. Who are our partners?

Thank you for participating in our survey!