Usability test Script

Hello, today we have invited you to test our application.You will be giving us feedback on the application design as well as on the ease of use.I would advise you to speak out everything you have in mind so that we can improve our application based on your feedback.

Before we begin this session I would like your consent to record this conversation. Ok so let's begin.

First for some background about our application, this application is intended for Health Care Providers (HCP's). This application has multiple roles like a HCP, patient and an administrator. In this session we will only ask you to evaluate this application by stepping into the shoes of an HCP.   In our scope, we have considered HCP to be a doctor who has licensed to view patient records and treat them.
Patients schedule appointments with a doctor and visit them in that time slot. When patient visits the doctor, the doctor records the patient health, tests to be taken and prescriptions suggested to the patient.The doctor can view the medical history of a patient if available to give a better treatment.

[Usability test]
I would now like you to log into the application as doctor and tell me about your first impression about the homepage. (Give the user a few minutes to just look around).

Ok now I am going to ask you to perform a few actions that Doctor would perform

(Note: For each usability test first give the user a few minutes to figure out an approach.If the user struggles help. Keep track of the amount of time a user takes to complete a task.)
[Usability Test 1] : Resetting password when user forgets password.
[Usability Test 2] : can you see scheduled appointments for 26th April, 2018 day.(which is current day as on presentation)
[Usability Test 3] : View all the completed appointments of the day.
[Usability Test 4] : View appointments i.e. patients you treated on 12th of this month.
[Usability Test 5] : View appointments that are scheduled in future lets say 27th of April,2018
[Usability Test 6] : Cancel appointment as there is an meeting scheduled from 3pm to 6 pm
[Usability Test 7] : Document an office visit for the patient sammy who has come to visit.

(Tell the user how to document an office visit, but before let the user try to figure it out, give hints to the user periodically and take note of user feedback. The goal of this test is to check if a user can input such as add a diagnosis and prescription during the office visit.)

[Usability Test 8] : View medical records of patient sammy to give better treatment based on the history. (during the documenting office visit of Sammy)

[Usability Test 9] : Search for John smith patient history.
[Usability Test 12] : Resetting password when user forgets password.
[Usability Test 10] : View your Profile.
[Usability Test 11] : Edit your profile.
[Usability Test 12] : Setting new password.
[Usability Test 13] : Logout.

[Post Usability Test]
Now you should have a rough idea of how the applications works, I would like you to answer a survey.

[Satisfaction Survey]
Scale:
0 - Very Dissatisfied
1 - Dissatisfied
2 - Neutral
3 - Satisfied
4 - Very Satisfied

Questions:
1. **Overall design and layout of this website**
2. **Responsiveness of the application**
3. **Ease of navigation**
4. **Clarity and visibility of content**
5. **Ease of task completion**
6. **Accuracy of results**
7. **The feedback provided for every form submitted**
8. **Ease of inputting new information**
9. **Ease of editing information**

After the user returns the survey, ask some general questions like

1. Which features you like ?
2. Which features you dislike ?
3. Would you like to add any new additional feature ?
4. Do you have any questions or comments about the experience with this application?

Finally ask the user if he/she has any questions and then finish the session.