"teer" Usability Test Script V1

CAPSTONE 2

Rachael Soglin

Hi, _____. My name is Rachael, and I'm going to help out with our session today. Before we begin, I know you probably already have a good idea of why we asked you here, but let me go over it to be sure. The session will take about 15 minutes. The first thing I want to make clear right away is that we're testing the app, not you. You can't do anything wrong here. Please try to think aloud as much as possible. Say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us. If you have any questions I will try to answer them as best I can when we are done. Do I have permission to record our session?

❑ Give them a recording permission form and a pen
❑ While they sign it, START the SCREEN RECORDER on your laptop

Do you have any questions so far?

THE QUESTIONS

First, what's your occupation? What do you do all day?
What kind of mobile device (or devices) do you use, like smartphones or a tablet?
What kinds of things do you spend time doing on your mobile devices? Do you have any favorite mobile apps?

THE FIRST SCREEN TOUR
I'm going to ask you to open up the app labeled TEER. Please just look at the first screen and tell me what you make of it: what stands out about it? What do you think you would do here? What is this for? Just look around and do a little narrative. You can scroll if you want, but please don't tap on anything yet.

❑ Allow this to continue for two or three minutes, at most.

THE TASKS

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. I'm also going to ask you to do these tasks without using Search. We'll learn a lot more about how well the site works that way. And again, as much as possible, it will help us if you can try to think out loud as you go along.

General Set-Up:
You are interested in new volunteer opportunities. You've already completed your profile with your location, availability, and preferences. You have a volunteer application on file ready to send out.

Task 1 Find an outdoor volunteer opportunity

Scenario 1:
Today you are looking in your feed for an outdoor volunteer opportunity. How would you do that? Where would you look?

Task 2 Add this to your Favorites

Scenario 2: You like the look of this. Now you want to save it to your favorites. What would you do?

Task 3 Go to your Favorites

Scenario 3: From here, how would you go to view your list of saved favorites? Why that?

Task 4 Pick the most relevant volunteer opportunity

Scenario 4: Now you are looking at your favorites page. You want to choose the option that is most relevant to your interests. What do you do first?

Task 5 Apply for the opportunity

Scenario 5: This looks good to you. You are ready to apply. How would you do that? Why that?

- ❑ Hand the participant the first scenario, and read it aloud.
- ❑ Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated.
- ❑ Repeat for each task or until time runs out.

WRAP UP
Thank you so much for your help today. Your feedback is greatly appreciated. Please let me know if you have follow-up questions. Is there anything I can answer for you right now?