

Account Interface Card Sorting Test Plan

Card Sorting Goal

As the account interface requires several parts, we plan to conduct a card sorting exercise with some participants. During the exercise, we plan to evaluate how participants group each card and implement the learnings into the design.

With card sorting, we wish to accomplish:

- Work out the information architecture of the interface
- Understand how users expect information to be organized within the interface
- Uncover any features that might be confusing or misunderstood by users

Methodology

The current plan is to use [Optimal Workshop](#) to conduct the tests.

The test will be an open card sort. Participants will be presented with a number of cards to group together. We will not provide labels to the participants, rather they will create the groups and label the group themselves. During the card sorting session, participants will be asked to think out loud while they are sorting the card and after the session, they will be asked their reasoning in each group.

Script

Hello [Name], thank you for taking the time to participate in this exercise. Today, we will be doing a UX exercise called Card Sorting. This should only take you about 10 minutes, but don't feel pressured, we can always add more time if you need it. At the start of the exercise, you will be presented with [Number] cards. Please sort those cards into whatever groups you see fit. After grouping, you will be asked to label the cards. Remember, there are no wrong answers here. We just want to see the best ways to organize this information.

Please go to this link [send over link].

Now to provide some context, we are working on a website and these are some features and information that would be in it. Please organize these cards into groups.

[If the group is too big, ask the participant to create sub groups]

I see you have a large group here, would it be possible to divide the group up some more?

Now that you have them grouped, can you label them?

Questions:

- Tell me more about this grouping?

- Explain what you mean by this group?