

Test Script

Researcher(s): Ishita Jain, Varsha Revandkar, Siqi Chen, Sushane Kamble

Research issue: Gauging the usability of the app - Roots Reconnected

Goals:

- Determine the usability of the application
- Determine whether users can accomplish the following tasks quickly and easily -
 - Onboarding
 - Finding an activity
 - Doing the activity
 - Checking the calendar
- Identify any pain points in each of these tasks

Objectives:

- Assess general usability of the application.
- Understanding users' thought process about the application and the flows.
- Understanding user mental status when they are interacting with the application.

Warm Up Questions

To begin, I have a few questions about your general interests and preferences -

1. What's your current role or occupation?
2. What are some of the apps and websites you use the most?
3. Can you tell me about the last time you use a social media?

Tasks

Task 1

Relevant research objective: Onboarding and Logging into the app

Scenario: You just came to know about this app called 'Roots Reconnected' that helps first and second generation immigrants reconnect with their cultural roots in fun and fulfilling ways. Users are prompted to try out different guided activities and learn about their heritage via them. You decide to download the app try it out.

Task:

1. Open the "FLOW 1" to begin the interaction
2. Create an account by following the instructions on the screen
3. Choose any 4 topics you're interested in as prompted.
4. *Ease of Use Question:*
 - a. How was the onboarding experience?
 - Extremely difficult
 - Difficult
 - Neither easy nor difficult
 - Easy
 - Extremely easy
 - b. Were you happy with the results you saw?
 - Yes
 - No

Task 2

Relevant research objective: Finding an activity

Scenario: You downloaded the application and are browsing through its contents. There are a lot of activities to try out from.

Task: _

1. Open the "FLOW 2" to begin the interaction
2. See all Activities that are featured on your feed
3. Check out the activities within the Festival category
4. *Ease of Use Question:*
 - a. How was the experience?
 - i. Extremely difficult
 - ii. Difficult

- iii. Neither easy nor difficult
- iv. Easy
- v. Extremely easy
- b. Were you happy with the results you saw?
 - i. Yes
 - ii. No

Task 3

Relevant research objective: Trying out an activity

Scenario: You see a bunch of activities under the festival category. One activity in particular, “Candle Making” catches your eye. You decide to try out the activity.

Tasks:

1. Open the “FLOW 3” to begin the interaction
2. Try out the activity “Candle Making”
3. Follow the instructions to do the activity and post your photo to the community.
4. *Ease of Use Question:*
 - a. How was the experience?
 - i. Extremely difficult
 - ii. Difficult
 - iii. Neither easy nor difficult
 - iv. Easy
 - v. Extremely easy
 - b. Were you happy with the results you saw?
 - i. Yes
 - ii. No

Task 4

Relevant research objective: Creating an event with a reminder

Scenario: You want to create a reminder for an event, “Diwali” on the 2nd of November. You realize that the app has a regional calendar feature where you can do so.

Task:

1. Open the “FLOW 4” to begin the interaction
2. Create an event for 2nd November 2023 by following the instructions.
3. Add a reminder for this event
4. *Ease of Use Question:*
 - a. How was the overall experience?
 - i. Extremely difficult

- ii. Difficult
- iii. Neither easy nor difficult
- iv. Easy
- v. Extremely easy
- b. Were you happy with the results you saw?
 - i. Yes
 - ii. No

Post-Task/SUS Questions

I have some questions for reflection as we wrap up our time together.

1. What do you think about this process you just went through?
2. Adjective rating scale (SUS): Overall, I would rate the user-friendliness of this product as:
 - ☐ Worst-imaginable
 - ☐ Awful
 - ☐ Poor
 - ☐ OK
 - ☐ Good
 - ☐ Excellent
 - ☐ Best imaginable
3. Adjective rating scale follow-up: Why did you give this score?
4. Anything else you'd like to add?
5. What's most appealing about this product?
6. What's the hardest part about using this product?
7. Was there anything surprising or unexpected about this product?
8. What could be done to improve this product?
9. Was there anything missing from this product that you expected?
10. Would you keep using this product after what you saw today?

Closing words/Thank You

Thank you very much for taking the time to do this usability test. We'll be sharing your thoughts with our team. We're constantly trying to improve our processes and your input today has been really valuable. We can't tell you enough about how much we appreciate your willingness to participate and share your experiences.

Thanks again!