

Interview Script for Usability Testing with Low-Fidelity/ High- Fidelity Wireframes

Introduction

1. Greeting & Introduction:

- "Hello, [Participant's Name]. Thank you for taking the time to participate in this usability test. My name is Dhwani Mahajan, and I will be guiding you through this session today."

2. Purpose of the Test:

- "The purpose of this session is to evaluate the usability of the low-fidelity wireframes for INGLU's website redesign. We want to understand how intuitive and user-friendly these designs are."
- "During this session, I will ask you to complete a few tasks using the wireframes. There are no right or wrong answers, and you are not being tested. We are testing the design."
- "Please think aloud as you go through the tasks. Share your thoughts, feelings, and any difficulties you encounter."

Pre-Test Questions

1. Background Questions:

- "Can you tell me a bit about your background and experience with using websites for finding internships or event information?"
- "How often do you visit websites for such purposes?"

Tasks

1. Task 1: Finding Internship Opportunities

- "Please navigate to the internship section and find an internship that interests you. Once you find one, let me know what steps you would take to learn more about it."

2. Task 2: Viewing Upcoming Events

- "Now, please go to the events section and look for upcoming events that you might be interested in. Try to find detailed information about one of the events."

3. Task 3: Understanding Collaboration Opportunities

- "Imagine you are a street vendor looking to set up a stall at one of INGLU's events. Find the section where you can get more information about this and let me know what you would do next."

4. Task 4: Reading Testimonials

- "Please navigate to the testimonials section and browse through the reviews. Tell me your impressions and how easy it is to view multiple reviews."

5. Task 5: Contacting INGLU

- "If you wanted to contact INGLU for more information, how would you do that? Please navigate to the contact section and describe the steps you would take."

Post-Test Questions

1. General Feedback:

- "What are your overall impressions of the wireframes? Were there any parts that you found particularly confusing or difficult to use?"

2. Specific Feedback:

- "What did you think about the layout of the internship section? Was it easy to find the information you were looking for?"
- "How did you find the event information layout? Was it clear and informative?"
- "Were the testimonials displayed in a way that made sense to you?"
- "Was the contact section easy to locate and understand?"

3. Suggestions for Improvement:

- "Do you have any suggestions for improving the design or making it more user-friendly?"

Closing

- "Thank you so much for your time and valuable feedback. Your insights are extremely helpful and will contribute significantly to improving the website."