

Usability test script – Mobile apps

Adapted from *Rocket Surgery Made Easy*

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THE INSTRUCTIONS

☐ **The mobile device should be open to something “neutral,” like the device’s Home screen**

Hi, _____. My name is _____, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We’re asking people to try using a prototype of a mobile app that we’re working on so we can see whether it works as intended. The session should 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. In fact, this is probably the one place today where you don’t have to worry about making mistakes.

As you use the app, I’m going to ask you as much as possible to try to think out loud: to 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.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve it, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the app, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

- ☐ **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

OK. Before we look at anything, I'd like to ask you just a few quick questions.

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

OK, great. We're done with the questions, and we can start looking at things.

First, I'm going to ask you to open up the app labeled **remindful**. What you are opening is a clickable prototype – although you are able to interact with it, certain features are hardcoded, so don't be shocked if certain features aren't as you would expect (eg text pre-filling)

Now, before you start doing anything, just look at the first screen and tell me what you make of it: what strikes you about it, what you think you can do with it, and what it's for. Just look around and do a little narrative.

You can scroll if you want, but please don't "click" (or tap) on anything yet.

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

THE TASKS

Thanks. Now I'm going to explain our app a bit, then I'm going to ask you to try doing some specific tasks.

Remindful is an app to help college students keep in touch with family members. Users can add specific family members in the app, and then they'll receive text messages encouraging them to contact that family member at a cadence of their choice (eg daily, weekly, monthly). They can use the app to record how often they are keeping in contact to help track progress. The goal of the app is to build the habit of regular contact. This is just a brief description – do you have any questions, or do you want to get started?

☐ **Pause and answer any questions.**

Great – we'll get started with some tasks to run through now. I'm going to read each one out loud and give you a printed copy.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

Scenarios are at the end of this document

☐ **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.**

PROBING

Thanks, that was very helpful.

If you'll excuse me for a minute, I'm just going to see if the people on the team have any follow-up questions they'd like me to ask you.

- ☐ **Call the observation room to see if the observers have any questions.**
- ☐ **Ask the observers' questions, then probe anything you want to follow up on.**
- ☐ **Ask them if there is any feedback / comments that haven't been covered that they would like to include**

WRAPPING UP

Do you have any questions for me, now that we're done?

- ☐ **Stop the screen recorder and save the file.**
- ☐ **Thank them and escort them out.**

Scenario 1a: Signing Up and adding family

Imagine you are a brand new user who has just downloaded the app. Open up remindful and create an account. Once you've created an account, add in a family member you'd like to keep in contact with, then go to the home page.

~~Scenario 1b: Signing Up and skipping adding family~~

~~Imagine you are a brand new user who has just downloaded the app. Open up remindful and create an account, but skip adding a family member after creating an account and go straight to the home page. Once you're on the home page, try to add a family member to keep in contact with~~

Scenario 2: Logging in to existing account

Imagine you are a user who has been using the app for several weeks. Open up remindful and log in to your account. Once you've logged in, then go to the home page.

Scenario 3: Exploring Home page

Imagine you are a user viewing the home page who is interested in how often they've been keeping in touch with specific family members. Exploring the home page, try to figure out how often you've been contacting family members, as well as refresh your memory about why you have set a goal to contact those family members and how frequently you want

to keep in touch with them. Once you have finished exploring this data, please end on the home page.

Scenario 4: Logging Contact

Imagine you are a user who has just called their mom and talked about her upcoming gardening show. Use remindful to keep a record of this interaction.

Scenario 5: Settings

Imagine you are a user who wants to change what type of notifications they get. Find the settings screen and figure out how to turn off notifications, then go back to the home screen

Scenario 6: Notification

Imagine you are a user who has received a notification from remindful. Think about what the notification seems to be prompting you to do, then respond assuming you have completed the action you think you are being prompted into

~~Scenario 5: Changing A Goal~~

~~Imagine you are a user who has decided they want to contact their mom more frequently than once a month, and now realizes that another reason they want to stay in touch is to hear about family stories. Update your preferences in remindful to get reminders each day about contacting her, and update your motivations for contacting mom.~~

