

User Testing Script

Introduction

I'd like to begin by thanking you for making time to speak with us. Your feedback is valuable and will help us determine if our website functions as intended. Just to confirm, we'd like to keep this session to 10 - 15 minutes. Does that work for you?

Great. If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a few questions about your work. Later on, I'll ask you to share your screen and accomplish a few tasks using the website we're evaluating.

Please be aware that there are no wrong answers. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about using the website, I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

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

If you have any questions as we go along, just ask. 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.

Great. Do you have any questions for me at this time?

Warm-up

Before we take a look at the site, I'd like to hear a little bit about you — what's your occupation? What do you do all day?

Does your work require a specific kind of training or experience?

What are your goals in doing your work? What motivates you?

Task completion (2-3 tasks)

Thanks. Now I'm going to ask you to respond to the following few scenarios. I'm going to read each scenario out loud, and I'll also share the text of the scenario via chat.

Explain app here

Start on the “explore” screen: Imagine that you have just downloaded the app and created a profile. You are now on the explore page. Please explain to me what you see.

Now say you would like to make a post, in search of a sitter for your plant(s). Where would you click to do so and what would you expect to see on that page/screen?

“Create a post” screen: Great! Can you talk me through what you would do to finish going through the “create a post” screens?

Should go back to the “explore” screen and select a plant: Now imagine that you are looking for plants that need a sitter, where would you go for more information and what would you do?

“Rate sitter” screen: Imagine you have just received your plant back from a plant sitter and you are reviewing them now. Please talk me through what you would do on this screen.

Follow up

Great, we’re finished with the bulk of the test. You mentioned [something they said out loud] earlier and I didn’t want to jump in at that time. Can you say more about that?

What are your thoughts about these concepts, generally?

Wrap up

Thank you so much for your time. Before we finish, what did we forget to ask about?