Usability Test Script

Test Format

- ☐ Informed consent form (Email)
- ☐ Pre-test questions (Zoom)
- ☐ Usability Test - observations and scenarios (Zoom)
- ☐ Post-test questionnaire (Google Forms)
- ☐ Post-test discussion (Zoom)

Pre-Test Checklist

- ☐ Informed consent form (through email)
- ☐ Printed script
- ☐ Findings sheet ready

Beginning Test

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.

The first thing I want to make clear right away is that we're testing the *site*, 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 site, 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.

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 site, and it won't be seen by anyone except the people working on this project.

Before we look at the site, I'd like to ask you just a few quick questions. Please fill out this google form I'm sending in the chat.

https://forms.gle/Xe5u8eHtWV3hdmqD6

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

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to and click on the three different pages, but don't click anything else than those three bottom buttons.

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and send them in the chat as well.

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

Specific Tasks

1. Your friend is asking you for the title of a song that played from your phone on Monday night. Neither of you can remember the title of the song, but you

know it was played from a playlist titled "Fall 2021." Locate your recently played songs list and find the song to send to your friend.

2. You are a really big fan of the band Caamp. You are behind on listening to their recent album, so locate it and give it a 'like' to ensure that it will pop-up in your library.

3. Your therapist has recommended that you listen to a podcast about mental health, but you don't know the titles of any. Find a mental health podcast and begin to play the most recent episode.

4. You really want to create a Taylor Swift playlist in order to celebrate her upcoming album release. Find 5 Taylor Swift songs and create a new playlist with them.

5. Use the same playlist as the last task. It is time to play the playlist, but you want to make sure that all the songs are shuffled to add some variety to what you are listening to. After starting the playlist, look at your queue in order to ensure the songs are in a different order.

6. You have been missing the most recent episodes of your favorite podcast and want to check and make sure that you have notifications for new episodes on. Locate settings and find New Episode notifications.

7. FOR DEANNE ONLY: Begin playing any song. Now change the sound so that it is playing out of the phone speakers rather than your hearing aids.

Finish Test

Thank you so much! Do you have any questions for me, now that we're done?

I am going to send a post-test survey in the chat now. Once you've finished, we will have a brief discussion.

https://forms.gle/SxYfASs9AVs9o7TE8

Okay, let's begin the discussion.

What was your favorite feature of the app and why?

What was your least favorite feature of the app and why?

What was the most useful feature of the app and why?

What part was most difficult to navigate and why?

What part was easiest to navigate and why?

Do you find the app engaging? Why or why not?

Thank you. I really appreciate the time you have given to help me with testing this app. That concludes our session for today!