StayNtouch Usability Test Script by Aastha Dabhi and Parita Shah

Introduction:

Hello! Thank you again for taking the time to participate in this study. Before we begin, I am going to give you a brief overview of the test and how it will work.

Today, you will be testing out an application called StayNtouch, an app where you can see the NEWS, information about events, bulletins from community and suggestion from your neighborhood. So I will be giving you a few tasks to complete and then asking questions as we go along. For each task, I will also give you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

It's important to know that we are only testing the app, not you. You can't do or say anything wrong here. I'd like to encourage you to "think aloud" as much as possible and speak your thoughts as often as you can. I want to hear your honest thoughts and opinions so let me know at any time if there is something you like, dislike, or if you are confused. Your honest answers will only help me improve my design.

Before we get started, would it be okay if I record your screen and voice during this testing session? The recording will only be used for the project and to help understand where I need to improve my design.

Do you have any questions so far? Okay, let's get started!

Demographic Questions:

- What age range do you fit in out of these options: 18-25; 26-35; 36-45; 46-55; 56+
- What is your current occupation?
- What would you consider to be your skill level when you use any community apps?
    - Beginner → don't know much about community apps but could be interested in learning more!
    - Intermediate → I know community apps but definitely need some assistance
    - Advanced → I will always prefer to use community apps for everything that I can do.

Background Questions:

- When searching for events or information regarding events, do you prefer using your phone or computer? Why?
- When you search for events to go, do you use any apps or websites? If yes, which ones? If no, why?
- Do you more often search for specific events, or do you like to browse and be presented with suggestions?

- How often do you seek the advice on where to go for postal service or which park is the best of everyone near you?
  - o Would you rather receive advice and assistance to aid accomplishing something yourself? Or would you prefer to hire someone to do something for you?

- When searching for NEWS or information regarding Live news, do you prefer using your phone or computer? Why?
- When you search for specific news, do you use any apps or websites? If yes, which ones? If no, why?
- Do you more often search for specific news, or do you like to browse and be presented with suggestions?

Open-Ended Questions:

Thank you for answering those questions. Now, I'd like to show you the StayNtouch app and start by getting your initial impressions of the app.

- Let's start with the home screen, what do you normally do first when you get a new app? Go through the every page if possible?
- How difficult is to find a event screen?
- Do you think the event screen successfully explain the general idea about the features of the app?
- When looking on the event screen, without clicking on anything what is your first impression? What you like and don't like, what you think about the information displayed on the page, or any other thoughts you might have?
- We can now move on to the first activity. You can click anywhere you want, just note that only the blue sections are clickable, and remember to think out loud as much as possible

Tasks:

I'll now give you 2 scenarios and their corresponding activities. As you complete each activity, I'd like you to think out loud and tell me what you're thinking and feeling as you navigate through the app.

- **Scenario 1:** Imagine that you want to see which events are you attending in future and want to see which event you attended?
  - o **Task 1:** From the home screen, go to the event screen and find hamburger menu where you will find a detail about your past and future events list.
  - o *Task Questions:*
    - ▪ What adjectives would you use to describe the event screen of the app?
    - ▪ Did you find it easy to go on hamburger menu? Is there any way you wish you could filter your results that would be useful in finding what you are looking for?
    - ▪ Do you think this app would be a valuable tool in helping you find a event?
- **Scenario 2:** Imagine that you want to see news that are posted from government or from legal news channel.

- **Task 2:** go to the NEWS screen and tell me how you will find a news which is posted form government or from legal news channel.
  - *o Task Questions:*
    - ▪ How easy was it to find the news screen? And to know that these could be a legal news information?

Wrap-Up:

Okay! That's the end of the session. Thank you for participating and helping me better understand how I can improve Home Tooling. Before you go, do you have any other questions or feedback?