



Usability test script

Introduction

Hi and thanks for taking the time to participate in this user test. I'm Gee, the designer working on this project. I'll be conducting the test today, observing how the app performs and taking notes throughout the process.

Before we get started I'd like to explain what we'll be doing so you know what to expect. I'll also give you some context into what it is we are testing and why.

Today, I'll be asking you try our app called Olive and do a few activities on it. I'd like to understand what works well as well as what doesn't work well. Please remember we are testing the app and not you. There are no right or wrong answers, I simply want to hear your honest thoughts and opinions. To that end, please don't worry about hurting my feelings. I can only understand what doesn't work and make improvements if give your candid feedback.

I'll start by asking you some general questions, then move on to some activities using Olive. When you're looking at the app I'd like you to think out loud as much as possible to let me know what you're thinking and feeling as you explore. For example, you might let me know if you were expecting to see a particular piece of information after clicking a button but what you're provided is something different from what you expect.

If at any time you find yourself confused or unsure about what you're supposed to do, that's fine! Just let me know and I'll get you back on track. You should also feel free to let me know if you need a break at any point during the testing session or if you'd like to end the session early.

Finally, before we get started, is it okay if I record your screen and voice during this testing session? The recording will only be used by me to help me understand where I need to improve the app and won't be shared outside the project. Is that okay?

//send them usability test consent form//

Do you have any questions so far?
Are you ready to continue? Okay!
We'll start recording and begin the session

//Start recording//

I'm going to send you the prototype link now. Keep in mind that there are limited interactions because the design is incomplete. Also try not to focus on the aesthetics as these are just wireframes. I'm here to make any clarifications if at any point you get stuck or confused.

Background Questions

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

- What is your current occupation?
- Could you describe your typical day?
- What kind of mobile device (or devices) do you use?
- What kinds of things do you spend time doing on your devices? Why?
- Do you have any favourite mobile apps? why?

Open-Ended Questions

Thanks for answering those questions. Now, I'd like to show you an image of the Olive app and start by getting your initial impressions of it. Spend some time looking over this [send home screen shot] screen.

Can you tell me your first impressions? What you like and don't like, what do you think about the information displayed on the page, or any other thoughts you might have? Remember to think out loud as much as possible.

Can you tell us what you think the purpose of the app is? Thank you. Now, lets try out some activities using the Olive app.

Direct + Scenario Tasks

I'm going to ask you to try doing some specific tasks by reading each one out loud. Again, as much as possible, it will help me if you think out loud as you go along.

- **Onboarding:** Open the app go through the steps to arrive at the main page
- **Create a symptom log:** You've been experiencing some nagging symptoms that you're beginning to feel concerned about. You want to remember your symptoms history for when you meet with your doctor. What do you do?
- **Add Notes:** You've had an informative doctor's visit and now you have a lot of information to remember, what do you do with this information?
- **Find symptoms:** You've arrived at your doctor's appointment and they have asked you about your symptoms history. What do you do?
- **Create new profile:** You also manage the health of your daughter. How would you go about adding her information to the app?