

## **Usability Test Script**

### **Project “Buidapp”**

#### **Introduction:**

Hello and thanks again for taking the time to participate in some user testing for us. I'm Dima, the designer working on this project, I will be conducting the testing and I will be observing and taking notes during the session.

Before we get started, I'd like to explain to you what we're going to be doing today so you know exactly what to expect. I'll also give you some context regarding what it is we're testing and why.

Today, we'll be asking you to try out a new Expert app called Buildup and do a few activities using the app. We'd like to understand what works well about the app, as well as what doesn't work well. Please remember that we're testing the app and not you! There are no right or wrong answers—we simply want to hear your honest thoughts and opinions. To that end, please don't worry about hurting our feelings. We can only understand what doesn't work and make improvements if you supply us with candid feedback.

We'll start by asking you a few general questions about the expert apps, then move onto some activities using the Buildup app. When you're looking at the app, we'd like you to “think out loud” as much as possible to let us know what you're thinking and feeling as you explore the app. For example, you might let us know if you were expecting to find a particular piece of information after clicking on a link but the information provided was different than what you were expecting.

If at any time you find yourself confused or unsure as to what you're supposed to be doing, that's fine! Simply let us know and we'll get you back on track. You should also feel free to let us 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, would it be okay if we were to record your screen and voice during this testing session? The recording will only be used by the project team to help us understand where we need to improve the app and won't be shared outside the company. Is that okay?

Do you have any questions so far? Are you ready to continue?

Okay! We'll start recording and begin the session.

#### **Demographics:**

Tell me a little bit about yourself.

- 1.What's your location?
- 2.What age group are you in?
- 3.What's your occupation?

#### **Background Questions:**

Before we take a look at Buildup, we have a few short questions we'd like to ask you to help us get a better understanding of how you might use Buildup:

- When you renovate your home or your garden, do you use any apps or websites to help with planning, buying materials, and construction? If yes, which ones? If no, why?

- Are there any specific aspects of planning or executing a design that you would use an expert app for? (e.g., finding a handyman in your area)

### **Open-ended Questions:**

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

Spend some time looking over this [the home screen] screen. Without clicking anywhere just yet, can you tell us your first impressions? What you like and don't like, what 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.

Now that you've taken a look at Buildup. Can you tell us what you think the purpose of the app is? Thank you. Now, we'd like to ask you to try out some activities using the Buildup app

### **Direct • Scenario Tasks:**

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

1. You have downloaded Buildup and created an account. You're planning to desing and install new doors, and would like an expert that gives you information about the different design options. Using Buildup post a request for a carpenter identifying the area of expertise, your location desired availability and your budget.
2. After posting your request, you would like to search for a carpenter yourself rather waiting for a confirmation by others. Use buildup to search for a carpenter that suits your needs.
3. You've found an expert that seem interesting, use buildup to begin booking an appointment with the expert.

Wrap Up:

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

A lot of apples half white half red on a tree, mythology