

USABILITY TEST SCRIPT FOR COFFEE CHAT

INTRODUCTION

Hi _____ my name is _____ and I will be walking you through today's usability test for a new app called Coffee Chat. The test will take approximately 10-15 minutes.

During the test I will be asking you to complete a few tasks using the prototype. The first thing I want to make clear right away is that I'm testing the app, 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. Any feedback or thoughts that you have are very important to me improving the usability of this app.

An important thing to note is that the app is still in its early stages of development and is not complete from a design or functionality standpoint. However, all of the tasks you will be asked to do can be done with the screens provided.

We'll start by asking you a few general questions about yourself and then move on to some tasks using the Coffee Chat app. When you're looking at the app, I'd like you to "think out loud" as much as possible and to let me know what you're thinking and feeling as you explore the app.

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

Please don't hesitate to ask any questions throughout the test. If you have no further questions or concerns then I'll start recording and begin the session.

<CONSENT FORM SIGNED HERE>

<BEGIN RECORDING>

Demographic Questions

1. Please Select your age range:
 - 18-25 years old
 - 26-30 years old
 - 31-35 years old
 - more than 40 years
2. What is your current occupation?
3. Roughly how many hours a week would you say you spend using mobile apps?

Background Questions

- How often do you seek advice?
 - Daily
 - Weekly
 - Monthly
- When you need advice, do you use any apps or websites to help you get answers? If yes, which ones? If no, why?
- What topic do you find yourself needing help or advice on most often?
- What apps do you use on a regular basis?
- What do you find is most frustrating when using these apps?

Open Ended Questions

Thank you for answering those questions. Now, I would like to show you the Coffee Chat app and start by getting your initial impressions of the app.

Spend some time looking over the onboarding screens. What are your first impressions? What you like and don't like, what do you think about the information 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 the onboarding screens for Coffee Chat, can you tell me what you think the purpose of the app is? What type of features do you think would be important when using the app?

Thank you. Now, I would like to ask you to try out some tasks using the Coffee Chat app.

TASKS

Task 1: In order to start using the app you will need to create an account. Please Sign-up for an account with Coffee Chat.

Task 2: You have a Psychology final coming up and need a tutor to help you with a few of your exam questions. Use the filter feature to search for a Tutor in Psychology.

Task 3: Browse Experts and book a Video Call with a Psychology Tutor.

Task 4: Go to your Reservations and Video Call with your Expert. After the call rate and review the Expert.

WRAP UP

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

<END RECORDING>