

Usability Test Script - Version 1.0 for Interaction Design Total Gaming Mobile app

Person should have their internet enabled mobile phone with them and have their speaker phone enabled. So that they can talk and play with app at same time.

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 we cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We're asking people to try using a mobile app that we're working on so we can see whether it works as intended. The session should take about 15 minutes.

The first thing I want to make clear right away is that we're 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.

As you use the site, I'm going to ask you as much as possible to try and 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.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the mobile app, so we need to hear your honest reactions.

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.

You may have noticed **recording device**. 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. And it helps me, because I don't have to take as many notes.

If you are happy and give permission to record, please state this now.

START THE RECORDING DEVICE

Do you have any questions so far?

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

First, what's your occupation?

Now, roughly how many hours a week altogether -- just a ballpark estimate --- would you say you spend using the internet on your mobile, including web browsing, email and apps, at work and at home?

What kinds of mobile apps do you use?

Do you have any favourite Mobile Apps that you use to find game reviews?

Ask participant to open up Mobile App sent to their phone

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, whose site you think it is, what you can do here and what it's for. Just look around and do a little narrative.

You can scroll down if you want to, but don't click on anything yet.

Allow this to continue for 2 minutes

Thanks. Now I'm going to ask you to try doing some specific task. I'm going to read each one out loud.

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

Talk through scenario 1 to participant

Scenario 1 - AIM TO FIND OVERWATCH GAME REVIEWS

Allow participant to proceed until you don't feel like its producing any value or the user becomes very frustrated

Talk through scenario 2 to participant

Scenario 2 – READ COMMENT from John

Allow participant to proceed until you don't feel like its producing any value or the user becomes very frustrated

Talk through scenario 3 to participant

Scenario 3 – RATE REVIEW WITH THUMP UP

Allow participant to proceed until you don't feel like its producing any value or the user becomes very frustrated

Thanks, that was very helpful.

Do you any questions for me, now that we're done?

Stop the recorder and save file

Thank them