

Exercise 4.4 – Usability Test Script

Introduction & Instructions:

Hi! I'm Megan and I'll be walking you through this test session today. Thank you so much in advance for helping me with my project!

Before we begin, I want to briefly revisit the “why” behind this study. This “usability test” session is designed to test my app, Neurodiversity University, to make sure it works as intended. Neurodiversity University is an expert advice and resource hub for neurodiverse individuals, their caretakers, and their partners/friends.

I want to reassure you that there are no wrong answers here and no need to worry about making mistakes. Usability tests are completed to identify my errors as a designer and allow me to correct them as I move forward with the project. Your feedback will help ensure my app is user-friendly, functional, and hopefully fun to use!

As you use the app, I'll be asking you to complete a few tasks that involve the central features of the app. As much as you can “think out loud” as you go, like what you're looking at, what you're trying to do, and what you're thinking will be a huge help to me. Please feel free to ask questions at any time – I may wait to answer right away, depending on the task, but we will have time to discuss at the end.

Because the results of the test will be used to help me revise my designs/improve the app, I'll be taking notes while we are speaking, but to be sure I don't miss anything important, would it be okay to record our session today? The recording won't be seen by anyone but me, and any feedback you share will not be connected to you with any identifying information. -Great! Thank you so much. I've just sent you an informed consent form and if you could please type your name as your signature, we'll be all set to start!

Do you have any questions so far? Ok – before we look at anything, I have just a few questions about you.

Demographics:

1. Which of the following age ranges fits you?
 - ☐ Under 18?
 - ☐ 19-25?
 - ☐ 26-35?
 - ☐ 36-55?
 - ☐ 56 or older?
2. What is your occupation, or how would you describe how you spend your days?
3. What kind of mobile device(s) do you use? (smartphone/tablet?)
4. What kind of things do you spend time doing on your mobile device?
5. Do you have any favorite mobile apps?

Great ok – let's start looking at the app now. I'm going to send a link to you right here in the video chat and if you could go ahead and click that, it will bring up the app.

Homepage Tour:

Now, before you go any further, if you could just look at the first screen and tell me what your first impression is - what do you think the purpose of this screen is? What see that you could interact with? As you look, if you could please narrate your thoughts, but please wait to “tap” anywhere for now.

Thank you so much for all of that! That was perfect. Next, I’m going to ask you to try some specific tasks. I’ll read each one out loud, and if you need me to repeat anything, please let me know. Again, as you work, try to think out loud, narrating what you’re seeing, doing, and why.

Direct Tasks:

1. How would you find your user profile/dashboard?
2. What do you see that you can do from your profile?
3. Where would you guess you would go if you wanted to find settings?

Great! Next I’m going to give some scenarios with tasks associated. **Please be aware that for any steps involving a keyboard entry, you won’t be able to actually interact with the keys of the keyboard with this mock version of the app. You will just imagine that you’ve typed and tap the keyboard once to proceed.

Scenario Tasks:

Scenario 1: Imagine you’d like advice from a psychologist who specializes in ADHD in adults.

Task A) From the Neurodiversity University home screen please show me how you would proceed.

Task B) From the Expert’s profile screen, please show me how you would go about scheduling an appointment with this expert.

Thank you so much for that. Now, on a scale of 1 – 5, where 5 is “super easy” and 1 is “way too hard/frustrating”, how easy was it to complete the tasks?

Scenario 2: Now imagine you would like to find information or resources about girls with autism and are someone who prefers video content (instead of reading articles).

Task A) From the Neurodiversity University home screen, please show me how you would find a resource on this topic.

Task B) What would you do if you wanted to save this resource?

Task C) How do you think you would later access the resource you saved?

Perfect! Thank you, now again – how would you rate the ease of the tasks you just completed on that same 1 – 5 scale?

Scenario 3: Finally, imagine you are interested in finding a community group to join for parents of children with ADHD.

Task A) From the Neurodiversity University home page, please show me how you will approach finding this group.

Task B) You've successfully found a group to join; now please return to The Courtyard home page and I'd like you to just look over the screen without tapping anywhere. Can you tell me what else you see that you could do from this page?

Thank you so much!

Satisfaction Surveys & Follow-Up:

Now I just have a few, final questions and we'll be all finished. I want to preface these by saying that your honest responses will absolutely not hurt my feelings – all feedback can only improve my project!

- 1) How likely would you be to use Neurodiversity University to seek expert advice/resources on a scale of 1 – 5, where 5 is "I absolutely would use this!" and 1 is "I would not ever use this app." Why did you choose that rating?
- 2) Would you recommend the app to someone else? Why or why not?
- 3) Is there anything that I missed in my design that you would wish to see in an app built for this audience and purpose?
- 4) Was there anything else you saw that you didn't like, felt was confusing, or think could be improved in any way?

Thank you, thank you, thank you.