Usability Testing Script – VocabularBee

Hi _____, I'm Megan, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype empowers people to learn new vocabulary. The session should take approximately 10-15 minutes.

The first thing I want to make clear right away is that this is not a traditional test – you can't say or do anything wrong here. You'll be testing an incomplete prototype that likely has errors and mistakes – and that's why we are testing it out! What we really are looking at is your experience using this prototype, so please ask questions and give any feedback as we go along about what you like, don't like, what seems to make sense and what doesn't. Especially if you get stuck, or something isn't working as it should!! I am absolutely open to any thoughts you may have to make this app the best it can be!

Thank you again for helping me today.

Ok! Let's get started. I'd like to ask you just a few questions about yourself before we jump into the usability tasks.

DEMOGRAPHICS:

1. What is your name?
2. What is your age?
3. How do you spend your days (working, student, retired, something else)? 3b) If working – what is your profession?
4. Do you have experience with using flashcards to learn vocabulary?
5. Have you used a vocabulary learning/flashcard application or website?

TASKS:

1. You've just received a list of new vocabulary you need to learn/memorize. Please show me how you would navigate to create flashcards for the vocabulary you need to learn.
2. How would you ensure that you could easily find this "set" of flashcards again?
3. If you were ready to study an existing set of flashcards that you'd already created, how would you go about that? What if you needed to find a set that you'd created last week?

4. If you wanted to search for flashcards that another user had made, how would you do that?
5. Now, I'd like you to go back to one of your sets of flashcards. Please flip through a few cards. How does it feel to move through the cards? Is it intuitive to use? Is there anything you don't like or would change? How many cards do you think you could go through in a 5-10 minute period of time?
6. Now that you've used your flashcards to study, let's imagine you'd like to try studying with a different study mode. How would you begin? Where would go next? Which option appeals the most/least?
7. If the study mode you chose has a tutorial, how willing are/were you to read through the instruction screens? Would animations help? Would you rather jump right into the mode, and be able to click the help/? button to see a tutorial if needed, or be shown the tutorial, no matter what, the first time through?
8. Finally, what features would you add or change to make this app work better for you?