

# Usability Test Script

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## **1. Introduction:**

Hi and thanks for taking the time to participate in this user testing.

I'm Olia, the designer working on this project and I will be guiding you throughout the session asking you questions and taking notes.

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 will ask you to try out and to do a few activities using an app called *Wavely*. It's a new weather forecasting app with an emphasis on those who like to do any types of watersports. I'd like to understand what works well about the app, as well as what doesn't work well.

Please remember that I am testing the app and not you! There are no right or wrong answers. I would simply want to hear your honest thoughts and opinions. To that end, please don't worry about hurting my feelings. I can only understand what doesn't work and make improvements if you supply me with your open feedback.

We'll start with a few general questions, then move onto some activities using the prototype of the *Wavely* app. When you're looking at it, I'd like you to "think out loud" as much as possible to let me know what you're thinking and feeling as you interact with it. For example, you might let me 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 what you're supposed to be doing, that's fine! Simply let me know. You should also feel free to let me know if you need a break at any point or if you'd like to finish it early.

Before we get started, would it be okay for you if I record your screen and voice during this testing session? The recording will only be used to help me to work on the project's improvements and won't be shared outside.

Do you have any questions so far?

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

## **2. Personal demographic questions:**

1. What is your age?
2. What is your current occupation?
3. Where do you live?

## **3. Background questions:**

The next couple of questions will help me to better understand how you might use the *Wavely*.

1. How many hours a day do you usually spend using the internet?
2. What are you usually searching for?
3. What do you usually search online before you go to travel? During the travel?
4. Do you perform any activities on the water? If yes, which?
5. What makes you decide to install an app on your phone or not?

## **4. Open-ended questions:**

Thank you for sharing your thoughts with me! Next, I will introduce you to the prototype. It's important to say, that it is not the complete product, so some functions are not the same as you are used to seeing in the apps usually. So feel free to ask any questions you may have during the session.

To start off, I'm going to ask you to spend some time looking at the first two screens. This screen supposed to fade away automatically(click anywhere to do so). Please don't click anywhere now. Can you tell me your first impression? What do you think? Does it look familiar to you? What do you think you can do here and why? Remember to think out loud as much as possible.

### **+ Task 1 (Onboarding):**

Imagine you are a surfer-beginner who just downloaded the app. What will you do next on this screen?

What would you do if you don't find your favorite watersport on this screen?

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What do you think about the (*turn on gps*) screen?

+ **Task 2** (*Homescreen/filter/surfing*):

You have landed on the homescreen of the Wavely app. What do you see here? What do you think you can do here? Just think aloud without clicking anywhere.

Great! Let's continue. As a surfer-beginner you are in the place called La Cruz right now. Can you tell me how is the weather there now?

Imagine, you want to know more about the current weather conditions at La Cruz, what would you click as next? Can you find out the weather for another day?

What do you usually want to know about the weather if you do so?

Steps to be done:

Click on the top weather bar

+ **Task 3** (*Spot's forecast*):

On the map, you see several surfing spots near you because of the filter that is on now. You want to know about the weather conditions at the nearest surfing spot.

What will you do to know the weather on Friday?

Steps to be done:

Go on the spot

Read the information

Go to 'Weather'

Open up 'Friday' section

You can click throughout the tabs there and share your thoughts aloud with me.

As next, you want to ask some locals about the spot. What will you do?

Steps to be done:

Click on 'message icon'

Submit the message

Now, go to the homescreen (*world map*).

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### + **Task 4** (*Search*):

As last, you as a fresh surfer want to know, when is the surfing season on Gran Canaria's surfing spots. What will you do to find it out using the app?

#### Steps to be done:

Go to search

Enter 'Gran Canaria'

Choose spot

Open 'Season' tab

### **5. Wrap-up:**

Great! This is the end of the session. Thank you for participating and helping me better understand how I can improve *Wavely* app. Before you go, do you have any other questions or feedback for me?

Thank you so much!