

Usability testing scripts

Paper Prototype Script

INTRODUCTION

I am working on an app designed to reduce sedentary behaviour in the workplace using social influence.

Today, I'd like your help to figure out how to make sure the interface is user-friendly before I go any further within the design. You'll be presented with paper versions of some of the screens and taken through several tasks. I would like you to talk freely while you are going through each task and tell me if anything is confusing or doesn't make sense or could flow better.

You will interact with the prototype the same way you would with a smartphone, using your fingers to click on links and buttons. The text boxes indicate places where you can type something. In those cases, please say what you would type out loud and I'll write it down.

The session will be recorded, but the camera will only record your hands, not your face. Once my analysis is complete, the video will be deleted.

Finally, I'm testing the interface and not you, so please feel free to discuss anything. Any questions?

Tester to user: Here's the paper prototype of the application you'll be working with. I would like you to go through the instructions I direct.

TASK 1: SET UP GOALS

TASK 2: ACCESS THE CHALLENGE DASHBOARD

<MOVEMENT INTERRUPTION>

TASK 3: ENTER YOUR COMPLETED ACTIVITY

TASK 4: JOIN A COMMUNITY

TASK 5: SEND A MESSAGE TO SARAH FROM THE COFFEE CLUB COMMUNITY

Usability testing scripts

High-Fidelity Prototype Script

INTRODUCTION

I am working on an app designed to reduce sedentary behaviour in the workplace using social influence.

Imagine that you previously downloaded this app designed to help you sit less at work. You have already registered for the app and have been using it for several weeks, but now you're logging in to set goals around sitting less.

I will ask you to complete a number of tasks. I would like you to talk freely while you are going through each task and tell me if anything is confusing or doesn't make sense or could flow better. I'm testing the interface and not you, so please feel free to discuss anything. Any questions?

TASKS

1. Set your personal goals to help you sit less.
2. Now you'll join the Coffee Club community.
3. Within the Coffee Club community, send a message to Sarah C., a member of the community.
4. You've now decided to explore the challenges, starting with the second one [Breaks are Made for Walking].

<MOVEMENT INTERRUPTION>

5. Track your activity.
6. Explore the first challenge [Stairway to Health] and let me know your thoughts.
7. Finally, find and read an article called "Why Stretch".

(After each task, ask the participant to describe how they felt about the process and allow them to explore each screen, encouraging them to talk aloud.)