

Scaventure Usability Test Script by Anthony D'Amato:

Hello and thank you again for taking some time out of your busy schedule to participate in some user testing for our Scavenger Hunt app. My name is Anthony D'Amato and I am the lead designer for this project. I will be facilitating this session and am here to answer any questions and guide you through the test.

Before we get started, I'm going to go over what we are going to be doing today so that you know what to expect, as well as provide you with some further context into the product we are testing and what the purpose of these types of tests are.

Today, we'll be asking you to try out a prototype of a new app called Scavenger Hunt app. We are testing certain features and functionality of the app, which we'll get to later. Our goal is to better understand what works well within the app, as well as what may not work well.

It is very important to keep in mind that we are testing the app and not you. There are no right or wrong answers as we are trying to gain insight into how we can improve the experience of using this app so that it is delightful for everyone. So, we simply would like to hear your honest thoughts, comments, questions, and opinions. Again, the purpose of this is to improve on the prototype, so we welcome any and all feedback – so don't worry about hurting our feelings! We can only improve the product with candid and honest feedback from people like yourself.

We'll start by asking you a few general questions, and then we'll start doing some tasks within the Scavenger Hunt app. While you're using the app, we'd like you to "think out loud" as much as possible to let us know what you're thinking and feeling throughout using the app. For example, you might let us know if you were expecting something to happen when you clicked on a certain link or button but the information provided was different than expected.

If at any point you feel at all confused or unsure as to what you are supposed to be doing, that is completely fine! Simply let us know and we'll get you back on track. Also, feel free to let us know if you need a break or if you'd like to end the session.

Sound good?

Great. Now, before we get started, would it be ok if we were to record your screen and voice during this testing session? The recording will only be used by the project team to help us understand where we need to improve the app. Nothing will be shared outside of the company. Are you alright with that?

Any questions so far? Are you ready to continue?

Okay great! We'll start recording and begin the session with a few simple questions about yourself.

Personal Demographic Questions:

- How old are you?
- What is your current occupation

Background Questions:

- Do you like to play outdoor games with your friends?
- Do you like to play any games on your phone?
- Have you ever done a scavenger hunt of any kind in your life?

Open-ended Questions:

Next, I'd like to show you the prototype for the app I created and get your initial impressions of the app. Spend a couple moments taking a look at the home screen - without clicking on anything yet:

- What are your initial impressions of the home screen – is there anything you like or dislike?
- What do you think of the way the buttons are laid out?
- What do you think of the information displayed – is it easy to understand and read?
- Do you have any other thoughts?

Thank you. Now, we'd like to ask you to try out some specific activities using the app. I'm going to give you 2 scenarios (one at a time) and their corresponding activity. As you go through to complete the activity, I'd like you to think out loud and tell me what you're thinking and feeling as you navigate through the app.

1. You want to create a new scavenger hunt and invite people. What would you do?
Remember to think out loud.
2. You want to find a scavenger hunt in New York City and look at the results. What would you do?

Wrap-up

Alright! That's the end of the session. Thank you for participating – your feedback is much appreciated, and will help us to improve the experience of using our scavenger hunt app. Before we finish, are there any other questions or feedback you'd like to share?