

Test script

Hello << tester name >>

Thank you for your participation in our first usability test for our web app, Relier.

Today, you will be using our system as a <<insert user group>> and you will be given <<the number of tasks>> of tasks. The test should take no more than 20 minutes.

Before we start, please read the following document in which we give you brief information about the system and your participation in this test.

<< give user introduction and let the participant read it>>

Do you have any questions?

<< Answer questions if need to >>

Before we can begin with the usability test, please carefully read and sign the following consent form. Please note you are consenting to being recorded for this session. The recording being stored on a McGill Server and the recording will only be accessible by the development team and their class.

There are no risks associated with this study. However, if you feel uncomfortable or tired, please ask us to take a break or withdraw from the test. All data collected will be destroyed.

<<Obtain consent and start recording>>

Do you have any questions before we begin?

<<Answer user questions>>

Great, then let's get started. Please fill-in this pre-testing questionnaire that I am sending you. It will only take 5 minutes.

<<Send an URL of the questionnaire and wait until the user completes the questionnaire >>

Thank you! Now, I will walk you through the different tasks you need to complete. Please remember to think out loud and don't be stressed, we are not testing your ability to use the system!

<< Repeat:

1. Read task description
2. Allow user to complete the task
3. Answer questions user might have
4. If user spends too long completing a task (more than 1 minute), pause and move on to the next task >>

Well done, you have finished completing all the tasks. Before we wrap up the study, please fill out this last questionnaire to give us your feedback on how the test went.

<<Send an URL of the questionnaire and wait until the user completes the questionnaire >>

We're all done! Thank you so much again for your participation.

<<Stop recording>>