

User Testing

April, 17th, 2021



Links

Zoom Links

- [User 1](#)
- [User 2](#)

- [Prototype Link](#)



Script

Hello, thank you so much for being here today to participate in this usability test. I am planning a new mobile app for the town website, and I would love to get your feedback. This shouldn't take more than a half-hour, and you can take a break at any time.

During this usability test, I want to make it clear that I am testing the app and not you. Don't worry about making any mistakes, and there is nothing you can do wrong in this space.

Before we begin, I would like to ask you a few questions.

Do I have your verbal consent to record this session for my own research? This video will not be shared, and you will only be referred to as user number ____.

Okay, for this usability test, I will have you complete a series of tasks. Please go about these tasks naturally and try to think out loud, and share your thinking process. Again, there is no wrong answer, and any feedback is greatly appreciated.

First, I will have you go ahead and open the link that I sent you earlier. I will have you bypass the login screen but hitting the sign-in button.

Tasks:

1. Find the hours for the town hall.
2. Find the location for a burning permit.
3. What is the town event for April 10th?

Conclusion:

That is all the tasks that I have for you today. Is there anything you would like to add before we wrap up today?

That concludes the test. Thank you so much for participating, and you've been a great help.



Tasks

1. Find the hours for the town hall.
2. Find the location for a burning permit.
3. What is the town event for April 10th?



Steps

- Find the hours for the town hall.
 - Welcome
 - Business and Government
 - Government
 - Town Hall
 - Hours
- Find the location for a burning permit.
 - Welcome
 - Resident
 - Community Links
 - Outdoors
 - Permits
 - Fire
- What is the town event for April 10th?
 - Welcome
 - Calendar
 - April 10th

User 1

- Find the hours for the town hall.
 - Welcome
 - Business and Government
 - Government
 - Town Hall
 - Hours
- Find the location for a burning permit.
 - Welcome
 - Resident
 - Community Links
 - Outdoors
 - Permits
 - Fire
- What is the town event for April 10th?
 - Welcome
 - Calendar
 - April 10th

User 1 - Notes

- Time 6 minutes
- The participant completed each task perfectly. At first, the participant said that getting used to the format took some time, but after seeing the layout he understood the structure. The only feedback the user had was a spelling error on one of the pages.

User 2

- Find the hours for the town hall.
 - Welcome
 - Search Bar
 - News
 - Resident
 - Community Links
 - Departments
 - How Do I
 - Business
 - Government
 - Alerts
 - Government
 - Town Hall
 - Hours
- Find the location for a burning permit.
 - Welcome
 - Resident
 - Weather
 - Welcome
 - Business
 - Welcome
 - Resident
 - Community Links
 - Outdoors
 - Permits
 - Fire
- What is the town event for April 10th?
 - Welcome
 - Calendar
 - April 10th

User 2 - Notes

- Time 24 minutes
- The participant had a hard time locating the town hall hours. Her initial intent was to use the search bar to locate the information. When I asked her to find another way, she tried searching multiple locations until she finally found it under the government page.
- For the next task, the user indicated that she would have checked in the weather section first due to the fact that weather conditions effect if a person is granted a burning permit.
- The last task provided to be very easy for the user. She found the planned event very quickly and had no further feedback on the task.