

Usability Test Script

Hello, my name is Kelly, and I will be guiding you through this usability test today. Before we start, I'm going to review some information to make sure you're well-informed.

The main purpose of this procedure is to see how accurately users can follow instructions for a Samsung TracFone. Remember, it is okay for you to make errors. I am testing the quick start guide, not you, so don't worry about making mistakes.

My goal for this testing is to improve the quick start guide. Please be honest in your answers on all parts of this test.

If you have a question during this test, I will do my best to assist you. I may not answer it immediately, because I want to see how far people can go without a guide, but if you still have any questions after this test, I will answer them.

This usability test should take fifteen to twenty minutes. However, the testing session could end in less time. But don't feel rushed. Take your time as you perform the tasks.

Lastly, feel free to talk aloud as you perform the tasks on the quick start guide. Saying what you're thinking will provide insight into the quick start guide's accuracy.

Do you have any questions before we begin?

Answer any questions.

All right, let's start.

Make sure that the person has the TracFone, the quick start guide, and usability test instrument.

The TracFone is turned off. I want you to turn the TracFone on by following the direction on the quick start guide.

Wait until the person is finished.

Now that the phone is on, I want you to make a phone call. Use any phone number you feel comfortable calling. This includes your personal phone number.

Wait until the person is finished.

Next, I want you to type a text message and then send it. You can use your personal phone number for this task.

Wait until the person is finished.

Let the TracFone go into sleep mode. The screen will grow dimmer and then turn black. This should take roughly thirty-five seconds. Now I want you to unlock the phone from its sleep mode.

Wait until the person is finished.

I want you to then charge the TracFone's battery. You can use the nearest available outlet to perform this task.

Wait until the person is finished.

Now I want you to turn the TracFone off.

Wait until the person is finished.

Do you have any questions for me?

Answer questions.

Thank you for taking time to test this quick start guide. Please fill out the Post-Test Questionnaire and then you're free to go.

Gives the person the Post-Test Questionnaire.