

Usability Test Script

Introduction

Hello (name), thank you in advance for your time to take part in this usability testing. I'm Chelsi, currently a UX designer responsible for this project. I'll be your interviewer for today's session.

Before we start, I'd like you to know the context and the specific goals for the testing today, so you'll know what to expect. I'll be asking you to try out my project app and web platform and to do a few tasks using both platforms. There is no right or wrong answer and the main objective is to test out my design and uncover any potential user flaws or improvements. I want to hear your honest thoughts and feelings regarding the design and its features as it only serves as constructive feedback.

I'll start the testing with some general questions about your experience with financial apps and then we will move onto specific tasks using the app and web platform. I encourage you to "think out loud" as much as possible as your thought process would provide insight into the design navigational features.

If at any time you find yourself unsure as to what you're supposed to be doing, please feel free to ask and I'll provide as much guidance as possible.

Finally, as mentioned, I will be recording this session only to be used by me to help me analyze for further improvements. Is that okay with you?

Do you have any questions before we proceed? Okay, let's get started.

Personal Demographic Questions

1. What is your age range?
2. What is your current occupation?
3. Did you study finance in school or have worked in the industry?

Background Questions

I have a few more questions for you to get a better understanding about how you might use my mobile and web platform.

1. What financial platforms do you currently use? Could be a mobile or a web platform.
2. How often do you use these platforms, perhaps in a week or so?
3. Do you have specific features that you use these platforms for?
4. Lastly, how user-friendly do you find these platforms work for you?

Open-Ended Questions

Thank you for answering those questions. I'll like to show you the mobile and web platforms. Please note, they're in greyscale and have limited functions so if you find yourself stuck on a certain screen, it's due to its limitation as it is in its early stage of design.

Please tell me what your initial impressions of the app. What do you like and don't like? What do you think the platform is intending to do?

Now let's move onto trying out some specific tasks using the platform.

Tasks

I'll be giving you 3 scenarios to complete. As you work through the process of how to go about it, please think out loud and tell me what your thoughts and feelings are as you navigate through to complete the tasks.

1. You just [downloaded the app/accessed the home page] and would like to sign up and access the home screen. Please demonstrate how you would go about doing so and what your general impression of the process itself.
2. The name on your profile is different than what you'd like to be shown, please show me how you would go about changing your profile name.
3. Lastly, you'd like to start saving for a house in the future would like to use this platform to set up a savings plan. Please show me how you would go about doing so.

Wrap-Up

I would like to conclude by asking you what your general thoughts and feelings regarding the platform at the end.

Single Ease Questions (SEQ) – Platform Satisfaction: “How would you rate the usability of the platforms, both web and mobile, 1 to 10, 10 being highly user-friendly?”

Thank you for your participation for this usability testing, it really did provide me with great insight about how I can further improve my designs.