

Show Me Renewal usability test script

January 2021

Written by Niki Stanley, user interface designer—expert, MU Digital Service, stanleys@missouri.edu

Hi, my name is Niki Stanley, and I'm going to walk you through today's session. As I mentioned in my earlier email, my office is currently working to improve the Show Me Renewal website.

Thank you for making time to speak with us. Your feedback is valuable and will help us determine if our website functions as intended.

During this session, I'll start by asking you a few questions about yourself just to warm up. Then we'll move on to the actual usability test.

You'll also probably notice that I'm going to be reading from a script. That's just to make sure that all volunteers hear the same instructions (and of course that I don't forget to mention something).

Warm up

Before we take a look at the site, I'd like to hear a little bit about you — what is your job like (or what are you majoring in)? How long have you been at Mizzou?

Great. Let's get started on the usability test portion of the session. If you need a break or want to stop at any time, please let me know.

**First, there are no wrong answers.* In fact, this is probably the one place today where you don't have to worry about making mistakes! We are testing the website, not you.*

As you go about using the website, I'll ask you to think out loud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

Great. Do you have any questions before we begin?

Setup screen sharing

You gave your permission for me to record the next part of this session on the consent form. I just want to confirm that it's still okay for me to do that.

[PRESS RECORD]

Let's start looking at the website.

The first thing I'd like you to do is open a web browser and make sure to close anything you don't want recorded.

Then click on "Share Screen" in the bottom center of your Zoom window.

Great. Next, I'd like you to visit the URL I am posting in the chat.

<https://renewal.missouri.edu>

You can scroll if you want to, but don't click on anything just yet.

- Tell me your first impressions of this website.
- What is this site for?

Task completion (3 tasks)

Now I'm going to ask you to respond to three scenarios using the website. I will add the scenario to the chat and then read it aloud.

[Paste scenario into the chat and read it aloud.]

1. **Scenario 1:** You aren't feeling well and are worried you might have COVID-19. Where would you find information that could help you confirm whether or not you have COVID?
2. **Scenario 2:** A close friend or family member has tested positive for COVID-19. You have had close contact with them recently. Do you need to quarantine?
3. **Scenario 3:** You just found out that you tested positive for COVID-19. What are you required to do next?

Follow up

Great, we're finished with the bulk of the test.

Optional: You mentioned [something they said out loud] earlier and I didn't want to jump in at that time. Can you say more about that?

Wrap up

Before we finish, what did we forget to ask about? Great. Thank you so much for your time. We really appreciate your feedback.