Agenda Builder – Usability Test Script

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We are getting user feedback about a new feature for a user conference website.

Today you will be working with a prototype, something that looks like this [show paper]. It is not complete and we expect to make changes based on your feedback. The appearance may not resemble that of a finished product. The test will take about 30 minutes, but you can quit the test at any time for any reason.

The first thing I want to make clear right away is that we're testing the *design*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you walk through the prototype, I'm going to ask you as much as possible to try to **think out loud**: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

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 them. And if you need to take a break at any point, just let me know.

We will be recording the test for internal reference only. We will not use the recording for any public purpose and your name will not be associated with the test results.

Thanks for your willingness to participate! Your input will create a better website!

Do you have any questions so far?

❑ **START the SCREEN RECORDER**

OK. Before we look at the prototype, I'd like to ask you just a few quick questions.

1. What's your occupation? What do you do all day?

2. Have you ever used a website to look up information about a user conference?

3. Have you ever used a website or mobile app to create a schedule of things you want to see and do at a user conference?

OK, great. We're done with the questions, and we can start looking at things.

❑ **Make sure session page, logged out, is displaying.**

I'm going to ask you to try doing some specific tasks as well as get your general impression of what you see. And again, as much as possible, it will help us if you can try to think out loud as you go along.

❑ **Start the test.**

Set the Scene

You are interested in attending the Enterprise World 2015 conference, the annual user conference for OpenText Corporation, an enterprise software company. Your company is an OpenText customer using SAP integrations and a product called eDOCS.

You know your company's training budget is tight and that you will have to prove to your manager how valuable attending the conference will be.

Select sessions you are interested in.

Yesterday, you got an email about the conference coming up in November. It sounds like there could be some real value to your company if you attend. You go to the conference website and visit the "Sessions" page.

What we want them to do:

- *Sign in*
- *Select a training session*
- *Select some breakout sessions*

What do you think you can do on this page [sessions page]?

Go ahead and choose one of those sessions to add to your agenda.

Does the sign in prompt seem like what you would expect?

How does the message about training feel?

Could you tell before you tried to add training that it might cost to attend? [referring to pay icon]

[switch to filtered breakout sessions]

Try to add multiple sessions to your agenda.

What would you do to remove a session from you agenda?

Look at the agenda you created.

You have added several sessions to your agenda and now you want to review it.

What we want them to be able to do:

- *View your agenda*
- *Remove some sessions*
- *Create a new agenda*
- *Add sessions to your new agenda*
- *Rename agenda*
- *Delete agenda*

Go ahead and take a look at your agenda.

[switch to agenda page]

What do you think you can do on this page?

There are a couple of sessions added to the same 1pm time slot on Wednesday. What do you think about that?

How would you remove a session from your agenda? [checkbox]

What would you do if you wanted to choose additional sessions for your agenda? [add more sessions toolbar link]

Share the agenda.

You're happy with your agenda and you want your manager to review it so that she will approve you attending the conference.

What we want them to be able to do:

- *Download the agenda*
- *Print the agenda*
- *Register for the conference*

Go ahead and try to share your agenda with your manager. [print or download pdf]

Do you see another way you could do that?

Your manager has reviewed the agenda and agrees to let you go to the conference.

What would you do next? [register for conference button]

What would you expect to see after clicking that? [CVENT interactions]

==ADD STUFF ABOUT CLEAR AGENDA==

Visit the site on your phone.

You're at lunch and you want to show your colleague the sessions you plan to attend at the conference.

What we want them to be able to do:

- *View the list of sessions on your phone*
- *View the agenda on your phone*
- *Find the agenda tasks*

[switch to mobile sessions page]

Here's the list of sessions. What do you think about how that looks?
Go ahead and view your agenda

[switch to mobile agenda page]

What do you think you can do on this page?

How would you make changes to your agenda? [get them to explore the 'agenda tools']

Create another agenda.

After lunch with your colleague, he mentions to your manager that he would also like to attend the conference. You're really the eDOCS expert and he is more familiar with the SAP integrations. Your manager asks you to create an agenda of SAP sessions and share that with her too.

You return to the conference website to see what you can do.

[switch to agenda page, not logged in]

How does this page feel to you?

Go ahead and try to make an agenda for your colleague. [add agenda toolbar link]

[switch to sessions page]

What do you think about this page?

How do you know that you are adding sessions to your new agenda?

So now I'm going to filter the sessions for you to show just some SAP sessions for your colleageue.

Go ahead and choose one session for each available time slot on Thursday.

Go ahead and view this agenda.

[switch to agenda page]

You want to add "SAP" to your agenda name. How would you do that? [rename link]
How would you view your agenda instead of this new agenda? [agenda select box]

How would you share this agenda with your manager? [print or download pdf links]

How would you get rid of this agenda if your managed decided that only you could attend the conference? [delete link]

What would you expect to happen after you deleted the agenda?

Thanks, that was very helpful. Do you have any other questions or comments you would like to make about anything you've seen?

❑ **Stop recording.**