

Prototype Testing Script

Setup

Make sure laptop volume is high!

If Hangouts on air

https://www.youtube.com/my_videos?o=U

Live streaming, events

New Live event

Name it, make it private.

When started, invite the person using person+icon on the upper icon bar (first icon). Go on air when the other person is on channel.

Other methods?

Script

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Have you done Prototype Usability Testing before?

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of what we're doing, but let me go over it again briefly. We're asking people to try using a prototype of Fedora Hubs so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we're testing the prototype, 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 use 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 final product, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in what 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. And if you need to take a break at any point, just let me know.

With your permission, I'm going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.

Do you have any questions so far?

[Go on air when they have agreed.]

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

What is your relationship with Fedora?

What do you do with Fedora?

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

I'd like to have you share your screen with me so that I can see what you are doing while you are using the prototypes.

I have sent you a link to the first prototype, can you open that up?

Thanks! I've also sent a brief list of tasks to go with that prototype, and will read the first one aloud. As much as possible, it will help us if you try to think aloud as you go along with the tasks.

[read task]

Please start the first task. (repeat for all tasks, but make sure you stop with 5-10 minutes remaining for questions and recovery time)

Thank you! You have provided us with a lot of useful information. Do you have any questions for me?

Events prototype tasks (1 or 2, not both):

1. Task: You heard that there were going to be events in your local region (Southern California) in the next few months. Using this interface, find one of those upcoming events and show me how you would interact with the interface to find out when the event is, where it's located, and who to contact about it, and tell me what you are thinking as you do it.
2. Task: You recently attended an event, and are wondering if anyone has put anything interesting on the event page. Using the prototype, find a past event and visit the page, and tell me what you are thinking as you do it.

People prototype tasks (1 or 2, not both):

1. Task: You are going to be traveling to Berlin, Germany on a business trip and have a couple of extra days on the tail end of your journey to explore. You wonder if there is a Fedora community of locals that you could meet up with during the trip. Use the prototype to find Fedora folks near Berlin, and tell me what you are thinking as you do it.
2. Task: FLOCK Los Angeles is tomorrow, but you cannot find the address of the venue or directions on how to get there. You need to figure it out before tomorrow so that you can arrange for a ride there. Find a Fedora community member in the Los Angeles area who is online right now to help, and tell me what you are thinking as you do it.

Join and create tasks (1 or 2, not both):

1. Task: You live near Boston, MA, USA, and someone sent you a link to the Greater Boston Hub. You've never used Fedora Hubs before. You want to join the group to keep up to date with what they are doing. Using this prototype, join the group and tell me what you are thinking as you do it.
2. Task: Create a new account on Fedora Hubs using the prototype, and tell me what you are thinking as you do it.
Followup: What would you expect would happen if [you did a different thing]?
3. You've been following the Greater Boston Hub for a few weeks, and are hoping to get more involved with it. Join the Greater Boston Hub using this prototype, and tell me what you are thinking as you do it. – NOT YET POSSIBLE

Notifications tasks:

4. We have a few different notifications relating to regional hubs and events. These would appear in your stream of information called "My Stream". I would like you to take a look at these and tell me know what you think of them. What do you think you can do here, what do you think they are for; Just look around and do a little narrative.
5. Now, please respond to the first event in the list, either 'going' or 'maybe'. Talk to me about what you expect to be happening here and what you are doing.
6. Please return to the first page using the back button, and select the other option from the first event.

	Event1	Event2	People1	People2	Join1	Join2	Notif1	Notif2	Notif3
P1	X	x					x	x	x
P2			x	x	x	x			
P3	x		x			x	x	x	x
P4		x		x	x	x	x	x	X
P5	x		x		x		x	x	x

Hi!

Have you done Usability Testing before?

Four things:

1. Not testing you
2. Stop any time
3. Think aloud
4. Ask Q, but...

Agenda is

1. Background
2. Tasks
3. Time for qs, reveal

Who are you?

1. Get comfy
2. Get background
3. Find topics for later

Setup and constraints

1. Web ok
2. Help ok
3. Etc

Tasks

1. Read them aloud
2. Invite to edit/tinker
3. Go!

Repair, recover

Summary

1. User's Qs
2. Team's Qs

Thanks and bye!