

## Appendix A: Usability Test Script

The following script is adapted from Krug, Steve. (2010). *Rocket Surgery Made Easy: The Do-It-Yourself Guide to Finding and Fixing Usability Problems*. Berkeley, CA: New Riders. pp. 147-152.

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

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

We asked you here today to help us test the GVSU Libraries website to make sure that everything works as we intended. The session should take about an hour.

The first thing I want to make clear is that we're testing the *website*, 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 site, I'm going to ask you as much as possible to think out loud: to say 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 for all of our users, 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 how people do when they don't have someone sitting next to them to help. But if you still have questions when we're done, I'll try to answer them then. If you need to take a break at any point, just let me know.

With your permission, we're 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.

Also, there are a few people from the University Libraries observing this session in another room. (They can't see us, just the screen.)

If you would, I'm going to ask you to sign a consent form for us. It says that we have your permission to record you and that the recording will only be seen by the people working on the project.

[Give Informed Consent Form (Appendix A) and a pen.]

Do you have any questions so far?

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

What is your University affiliation? What is your major/department?

Roughly how many hours a week would you say you spend using the Internet, including Web browsing and email, at work, at school, and at home?

And what's the split between email and browsing—just a rough percentage?

What kinds of sites do you use on the Web?

Do you see the Web as essential to your student/staff/faculty work here at GVSU?

Thank you, that's great. We're done with the questions, and we can start looking at things.

[Open GVSU Libraries homepage in Web browser]

Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy.

I'm also going to ask you to do these tasks without using Search. We'll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

[Hand the participant a scenario, and read it aloud. Allow the participant to proceed until the task is complete or the participant becomes frustrated. Repeat for each task or until time runs out.]

Thanks, that was very helpful.

If you'll excuse me for a minute, I'd like to see if the people in the observation room have any follow-up questions they'd like me to ask you.

[Call observation room and ask the participant any questions on follow-up.]

Do you have any questions for me, now that we're done?