**Usability Test Script - Usability testing LGR – Round One – Births, Ceremonies and Deaths / Roads and Transport**

Links to Alpha –

<https://alpha.somerset.gov.uk/births-ceremonies-and-deaths/>

<https://alpha.somerset.gov.uk/roads-and-transport/>

**Internal Users**

**Room setup**

• Let me explain the setup

• We have scheduled this session to run approximately 60 minutes.

• Before we start, I will explain the setup and how the session works. What we’re doing today

• I’m responsible for conducting some customer research for our new unitary authority website.

• We’re trying to identify any issues that could be fixed to make the website easier to use.

• To do that, we’re talking to people like you, and based on your feedback we’re hoping to pinpoint areas for improvement.

The session is divided into two parts:

• First, we will ask you some general questions about your experience using the internet etc

• Then, we’ll ask you to perform a couple of tasks on our new website, and ask you some questions as you go.

A few things to keep in mind

• There are a few things to keep in mind that will help the tests run smoother...

• First, this session is called a usability test. But it’s important to know that we’re not testing you, we’re testing the website usability. There are no right or wrong answers, there are no trick questions, and we’re not trying to catch you out in any way. If you do come across problems, please understand that it’s not your fault, it’s the software’s fault. And in fact, the more problems you find, the better we can fix them. The site is not finished - we are not expecting that you may not be able to complete all of these tasks, we are testing patterns of use.

• Second, please be as candid as possible. If you don’t like something, find it frustrating or think it's just plain silly, please say so. You won’t hurt my feelings – I’m the researcher and not the designer so am impartial as I haven’t been involved in the design of any of these screens.

• Third, as you navigate around the website, whatever is going through your head, please verbalise it. So, for example, if you're about to click on a button, say “I’m going to click here because I think it’s going to take me to the next page”. Or “I’m looking around the screen for the topic”. Basically, we want you to think aloud; it helps us write better notes. Also, if you could approach things slightly slower than you normally would, that would be really helpful (but behave otherwise as naturally as possible). If you work your way around the site too fast, we might not be able to take notes quick enough. I’ll remind you to think aloud and to slow down throughout the session.

• Please feel free to ask any questions you like. It’s a great way for us to understand your thoughts. But in order to keep the test as realistic as possible, I may not always be able to answer your questions. Equally I may go quiet at points because we are mainly looking at how you interact with it (you might not see me if on your browser rather than the app).

• If at any point you feel uncomfortable, want to stop or just take a few minutes, please just say.

Do you have any questions now before we begin?

1. **Background questions**

Before we start using the website, I’d just like to ask you some simple background questions, if that’s okay?

\*Check what browser using

Personal questions –

• Role in the organisation and brief description of what you do

• How would you describe your confidence in doing things on the internet (say between 1-10 – 10 being most confident)

• How often would you say you use the Council website to support customers/answer queries?

Please could you describe this to me?

• Are there any particular areas that you find you use more?

• What would you say are the highest volume of your customer support calls in relation to?

• Have customers attempted the website first?

• Is there anything you prefer not to do online (i.e. more likely to use sharepoint/ wordpress)?

• Do you normally look just at Somerset CC information and refer calls otherwise for district specific information?

How will this change your role with the new unitary council?

• Today we are testing the area of Births Ceremonies and deaths and also Roads and transport. Have you ever used either of these sections?

1. **Tasks**

Before we start, you may need a pen and paper to write down details of the test.

**Task 1:**

Find information on planning a funeral

**Part A -** For the purposes of the test, we’ll assume the following:

• You have a call from a Somerset resident who is looking for support to organise a funeral.

• They and the recently deceased lived in - Bishops Lydeard TA4 3LH (Somerset West), Bridgwater TA6 4LS (Sedgemoor), Frome BA11 3HX (Mendip), Yeovil BA20 2BB (South Somerset).

• You want to find out the first steps to help them organise a funeral.

Please show me what you would do **(Put link in chat)**

**Births, Ceremonies and deaths page**

• Before you do anything - what do you see on this page?

• What are you looking for?

• Is it obvious where you would find the information?

• Any immediate thoughts or concerns?

• What will you do next?

**Arranging a funeral page - Dynamic Journey**

• Describe what you see here

• Would you know what somerset area they live? How would you find out?

• Is there anything else you would find helpful here?

**District -**

• Is this what you would expect to see?

• Can you find the information you need to advise them?

• What will you do next?

**Part B –**

Please change location **DCJ**

*Has participant noticed if they are in the same/correct location?*

• You have a call from a resident who lives in ?????? but is looking for support to organise a funeral within another area of Somerset.

• The recently deceased was from the - Bishops Lydeard (Somerset West), Bridgwater (Sedgemoor), Frome (Mendip), Yeovil (South Somerset) area.

• You want to find out the first steps to help them organise a funeral.

**Arranging a funeral page - Dynamic Journey**

• Do you know what somerset area that would be?

• How would you locate the correct district?

• Is there anything else you would find helpful here?

**District -**

• Is this what you would expect to see?

• Can you find the information you need to advise them?

• What will you do next?

**Conclusion**

• Overall, what did you think of that experience?

• Was there anything you particularly liked or disliked about that process?

• Was there anything you expected to see but did not?

• How did you find the number of steps?

• Did you find it easy to see the information you needed?

• How do you see this supporting you in the context of your role?

**Task 2 A:**

Information on Flood preparation

For the purposes of the test, we’ll assume the following:

• You have a call from a Somerset resident who is at risk of flooding and is in a panic.

• They are trying to find out of they can get support with sandbags.

• They line in Bishops Lydeard TA4 3LH (Somerset West), Bridgwater TA6 4LS (Sedgemoor), Frome BA11 3HX (Mendip), Yeovil BA20 2BB (South Somerset).

Please show me what you would do **(Put link in chat)**

**Task 2 B:**

Change to new location and repeat finding sandbag information

**Conclusion –**

* We have started in the section for Roads, parking and transport. Is this where you would naturally look for information on flood preparation?
* How would you normally find the correct section to locate information?
* How would you rate your confidence in knowing the current site? 1-10
* The section where you selected your area - if you notice the cookies now keep you the location you last chose, so you would now need to remember to change location – what is your reflection on this?
* Overall, what did you think of that experience?
* Was there anything you particularly liked or disliked about that process?
* Was there anything you expected to see but did not?
* How did you find the number of steps?
* Did you find it easy to see the information you needed?
* How do you see this supporting you in the context of your role?

That brings us to the end of the usability test. Thank you so much for your time.