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

**Welcome**

Thanks for helping out today.

Set up Browser and screen sharing

Check have consent form

**Record**

**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?

Personal questions -

\*Check what browser using

• Occupation

• Where do you live?

• How do you access the internet? Home? Work?

• What sort of things do you use the internet for?

• Do you use websites or apps on your laptop/smartphone?

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

• Is there anything you prefer not to do online?

• Please describe your council website usage - Have you ever used the council website? Why have you typically used it?

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

• Do you remember your last visit to the council website - could you describe the last time you used the council website / a website

• What was the scenario?

• Where you looking for information on something or trying to complete a task?

• What was most important to you in being able to complete your task?

• Try to describe how you came to complete your task

• Did you look anywhere else to find the information?

• Did you have any particular worries or concerns?

• Overall, how did you find the experience of completing you task?

• Is there anything you would do differently the next time?

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 are a Somerset resident.

• You want to find out the first steps you need to take to organise a funeral.

\*Can use own postcode for this one – alternatives if needed - Bishops Lydeard TA4 3LH (Somerset West), Bridgwater TA6 4LS (Sedgemoor), Frome BA11 3HX (Mendip), Yeovil BA20 2BB (South Somerset).

• The recently deceased also lived local to you.

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

**Births, Ceremonies and deaths page**

• What do you see on this page?

• What are you looking for?

• Is it obvious where you would find the information?

• What will you do next?

• Any immediate thoughts or concerns?

**Arranging a funeral page - Dynamic Journey**

• Describe what you see here

• Would you know your somerset area or would you enter your postcode?

• 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 start the process?

• What will you do next?

**Part B –**

Please return to the landing page for Births Ceremonies and Deaths

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

• You live outside of Somerset and the recently deceased lived in \*Bridgwater (Sedgemoor)/ Bishops Lydeard (Somerset West)/Frome (Mendip)/ Yeovil (South Somerset)

• Again you want to find out the first steps you need to take to organise a funeral.

Q – Would you look on your own district or theirs

Q -Where do you think your first thought would be to look for information? E.g. would you google, use your own council website, look at the deceased or go somewhere else?

**Arranging a funeral page - Dynamic Journey**

• Do you know what somerset area that would be?

• How do you think you would find it if you weren’t familiar with the county and didn’t have a postcode?

• 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 start the process?

• 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?

**Task 2 A:**

Information on Flood preparation

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

• You are Somerset resident who is at risk of flooding.

You want to find out about getting sandbags.

Again you can use your own postcode for this or I am happy to provide an alternative.

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

Before going any further –

We have started in the section for Roads, parking and transport. Is this where you would naturally look for information on flood preparation or for example are you more likely to use the search function to get here?

If no – Where would you expect to find this section?

**DCJ**

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

**Task 2 A:** If time

Report a hole in the road

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

• You are Somerset resident.

Following a storm and floods, there is a huge hole about 1m wide has appeared on the side of your road

You want to report it

Again, you can use your own postcode for this or I am happy to provide an alternative.

• What do you see on this page?

• What are you looking for?

• Is it obvious where you would find the information?

• What will you do next?

• Any immediate thoughts or concerns?

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?

• Was there anything you were surprised to see/not see?

• Is there anything different that you have thought about compared to the previous test?

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

Links to Alpha –

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

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