**Usability Test Script - Round Two – Homepage / Core Journey Testing for Mobile**

**Welcome**

Thanks for helping out today.

Set up Browser and screen sharing – **may need time to help mirroring screen etc**

Check have consent form - [Consent form](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fe%2FaLwrB1KSPM&data=05%7C01%7Cnaomi.goude%40somerset.gov.uk%7Cb2bbf8208f8044ff636208daf2fd0a38%7Cb524f606f77a4aa28da2fe70343b0cce%7C0%7C0%7C638089465860786237%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Rx%2BVzCs0K0DbrhyxjUkqkdeKCgqQkrNqNo5S5oI5ai4%3D&reserved=0)

**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, particularly on mobile, 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 and device

• Occupation

• Where do you live?

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

• We are using mobile today, would you browse on your phone or complete tasks much?

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

• 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? On phone or website? Why would you move to desktop?

• How would you normally find the information you wanted from the council website? Say for example one of the above (trying to find out if they googled first, used the search function on website etc without leading)

• 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………

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

• You are a Somerset resident living in\_\_\_\_\_\_\_\_\_\_\_\_\_

• You want to find out if you are eligible for housing benefit and calculate what benefit you might get.

• You live in \_\_\_\_\_ , \_\_\_\_\_\_\_(county) and your postcode is \_\_\_\_\_\_\_\_\_\_\_\_

\*Postcodes - Williton TA4 4QA (Somerset West), Bridgwater TA6 3AR (Sedgemoor), Frome BA11 1EB (Mendip), Yeovil BA20 2HT (South Somerset).

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

**Home page**

Talk me through -

• What do you see on this page?

• First Impressions

• What are you looking for?

• Is it obvious where you would go find the information?

• Any immediate thoughts or concerns?

• Show me what you will do next?

**Section Page**

• Is this what you expected to see?

• Any comments on this section?

**Dynamic content Journey**

• Describe what you see here

Depending on selection – Why do you think you chose this particular option?

**District content -**

• 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 Homepage

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

• You are a Somerset business and would like to find a planning application in \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (needs to be different from what they used on their last search so they can use ‘change area’).

\*Bridgwater (Sedgemoor)/ Bishops Lydeard (Somerset West)/Frome (Mendip)/ Yeovil (South Somerset)

**Home page**

Talk me through -

• What are you looking for?

**Section Page**

• Is this what you expected to see?

• Any comments on this section?

**Dynamic Journey**

• Do you know how to change the area?

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

**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?

**FROM SECTION PAGE**

**Task 2:**

Using the search function to find same information or section mentioned in pre-test interview. Alternative – A recent bereavement and you need to find out what to do.

* Show me how you would find information on something else from this point.

**RETURN TO HOMEPAGE**

**Conclusion of testing**

* Overall, what did you think of that experience?
* How did you find the experience of looking at the website on a mobile?
* Was there anything you particularly liked or disliked about that process?
* Was there anything that frustrated you?
* Was there anything you expected to see but did not -for example missing features that you think absolutely necessary?
* Was there anything you were surprised to see/not see?
* What did you find unclear or confusing?
* On a scale of 1-10 – thinking about your best and worst experiences.
* How did you find the number of steps in your journey?
* What could be removed to make it more simple?
* How important were the icons on the menu to help you get to where you wanted to go?
* How confident would you feel in coming back to the website that you would find what you need?
* Any other thoughts or things you would like to feed back?

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>

[Somerset Council](https://alpha.somerset.gov.uk/)