**Usability Test Script - Usability testing – Somerset Domestic Abuse Support – Users affected by DA**

**Welcome**

• Thanks for helping out today.

Are you ready to get started?

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

• Check consent form completed and received.

• 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 the new Somerset DA website. We have been meeting with users to understand priority features and have created a first iteration of this - there are further developments still to happen in phases. So this is very much a first version and is not fully complete at this stage (as it will be for launch).

• 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.

**Room setup**

• Let me explain the setup

• I’ll be asking you questions and talking you through the tests

• We will be using screen sharing and camera to record what you do. We will record the session for note-­taking purposes, but any recordings will not be seen by anyone outside the team. And if we have a note-taker - only to refer back to if we think we missed something.

The session is divided into two parts:

• First, we will ask you some general questions about your experience accessing services online.

• 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.

• 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 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.

•Finally, Domestic abuse is a difficult subject that affects many people. Please go at your own pace, if you need to take a break or would like to stop the test, please do say.

Thanks for understanding. 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

• How do you access the internet?

Home? Work? Phone?

• What sort of website/apps do you use?

• What device and browser are you using for the test today?

• How would you usually go about finding information if you wanted advice on something for example on health and wellbeing?

• What steps might you take if you wanted to keep your online browsing private to you at home?

• How confident are you between 1-10 in clearing your browsing history on your desktop or laptop? *(1 being low confidence – 10 high)*

• How confident are you between 1-10 in clearing your browsing history on your phone? *(1 being low confidence – 10 high)*

• When you come across cookies -do you understand the purpose and how they are used?

• Do you always accept/reject – what are the exceptions?

**Tasks**

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

Set up screen sharing

I will start the recording - **(Start Recording)**

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

• You have concerns about your relationship. You want to explore if your concerns about some of your partners controlling behaviours are a red flag.

• You also want to find information on what help you can get.

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

<https://somersetdomesticabuse.org.uk/>

Questions along the way-

* Describe what you see here
* What are you looking for?
* Is it obvious where you would find the information?
* What will you do next?
* Is there anything else that would be helpful here?

*\* If they use search note down otherwise ask* – **how would you search for that information?**

**Return to homepage**

**Part B1 -** For the purposes of the test, we’ll assume the following:

• You are experiencing abusive behaviours from your partner and feel you need urgent help. You do not feel it is an immediate 999 situation, but you do need to get to safety. You have come across the service and want to get help from them.

You have come to the website to find out –

1. Contact information
2. What the service can help with
3. You are worried about taking the first step, so also want to find reassurance about what will happen if you contact the service for help.

Please show me what you would do

Questions along the way-

* Describe what you see here
* What are you looking for?
* Is it obvious where you would find the information?
* What will you do next?
* Is there anything else that would be helpful here?

**Part B2** If you wanted to quickly shut down and hide that you have been on this website, what would you do?

Questions -

* What might you expect the green button on the right to do?

**Return to homepage**

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

• You are experiencing abusive behaviours from your partner and want to take steps to navigate out of the relationship. You want to find out your legal rights.

Please show me what you would do

Questions along the way-

* Describe what you see here
* What are you looking for?
* Is it obvious where you would find the information?
* What will you do next?
* Is there anything else that would be helpful here?

**Return to homepage**

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

• You are experiencing abusive behaviours from your partner and are seeking help from the service but you would also like to find out what other help and services are available.

Please show me what you would do

Questions along the way-

* Describe what you see here
* What are you looking for?
* Is it obvious where you would find the information?
* What will you do next?
* Is there anything else that would be helpful here?
* Who would you contact? *(Service or signposted services)*

**Conclusion**

• Overall, what did you think of that experience?

• **If you experienced Domestic Abuse, do you feel this service is for you?**

• 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?

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

• Do you understand who the service are, and what they can support with?