**Usability Test Script - Usability testing – Somerset Domestic Abuse Support – Professional users and those supporting someone else**

**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.

We are going to test the journeys today for professionals that may be supporting someone affected by domestic abuse, but we would also like to hear your more general thoughts too.

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

• What is your profession?

• Are you more likely to do that on a desktop/laptop or phone?

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

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

• How confident are you completing tasks online between 1-10 (1 being low - 10 being high)

• How would you usually go about finding information if you wanted advice or provide support for someone else on something for example on health and wellbeing or like in this case, Domestic Abuse?

• Is there anything you prefer not to do online? Why?

We are testing the journey on the site for professionals today -

If appropriate (not customer panel)

• Do you have any experience of using the previous Somerset Survivor website *(not for customer panel)? If so, what have you used it for? Could you describe your experience?*

**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 are an employer and you have concerns that a colleague may be experiencing domestic abuse

• You want to find advice on potential signs and how you might approach the subject, provide support or signpost them.

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?

Could you show me how you might get there using the search function?

If in a different scenario you were on the site to get help yourself and you wanted to quickly and safely close the site down. How would you do that?

What would you expect the green button to do?

**Return to homepage**

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

• You are a professional working in a social setting where you occasionally make a referral to Somerset Domestic Abuse Service. You want to refresh your memory on the process and make a referral.

* You also want to make sure you give correct information and reassurance about what will happen next to the person being referred

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

• You are a professional within an educational setting and supporting a young person experiencing domestic abuse. You would like more information to support them and make a referral.

You are also working with the perpetrator and would like to refer them for support.

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 a professional occasionally supporting those experiencing DA and want to access some training.

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?

**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 to complete the above tasks?

• 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?

**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?