

SCRIPT INTRODUCTION

Hi, _____. My name is _____, and I'm going to be walking you through this session today. Thanks so much for agreeing to meet with me! We're conducting usability testing sessions to see how easily you are able to navigate through the features on the app we'll be testing. This will help me improve the app design to make it easier to use.

I'll be asking a few questions to guide our session together. If you have any questions as we go along, just ask. And if you need to take a break at any point, just let me know.

I will be recording the session so I can review it later. The recording will not be shared with anyone else.

Would you mind signing this release for the recording? The session should take 10-15 minutes.

OK, let's get started.

ANY RELEVANT DEMOGRAPHIC QUESTIONS

NA

RELEVANT BACKGROUND QUESTIONS RELATED TO YOUR APP

Have you ever used any type of construction or design apps for previous DIY projects?

How have you mostly gone about getting information for any home improvement projects?

What attracted you to that approach? What frustrated you about it?

What type of project are you most interested in currently?

What do you feel like you need the most help with for a DIY project you have in mind?

Ok, let's look at the app.

OPEN-ENDED QUESTIONS

If you were to begin a project, where in the app would you start first?

How easy is it to navigate through the app with the current design?

Do you understand how the app is supposed to help you through your project?

What are the three main segments of a project that the app will take you through?

What are the two main ways you can navigate around the app?

DIRECT TASKS AND SCENARIO TASKS

Where would you navigate to get help on how to use the app?

Where would you navigate to outside human help on some aspect of your project?

Where would you create blueprints for your project?

Navigate to where you would find a purple cottage you favorited for a project.