

Usability Test Script

Preamble

Thank you for participating in this brief usability test. The purpose of this test is to see how well the Paycrave iOS app works. I want to stress that I am testing the app, not you or your abilities. If you have difficulty with any of the tasks I ask you to do today, it will help me to find problems with the app that need to be improved. If at any time you decide that you don't want to participate in the test anymore, you are free to quit. Does this sound OK?

I have prepared some tasks that I will ask you to try. They are based around an imaginary scenario. While you are going through the tasks I want to ask you to do two things.

First, I would like you to think aloud. This means that while you are interacting with the app, tell me what's on your mind. For example, What are you trying to do? What do you think the app is trying to get you to do? Is there anything that is confusing?

Second, when you think you have completed each task, let me know by saying "I'm done."

While you are completing the tasks, I will mostly remain silent, other than perhaps asking questions about what is going on in your mind if it's not clear from what you're saying. In general, I will try not to offer any help or hints since those would not be available in a real-world setting where you were trying to figure this app out on your own. Feel free to ask questions if they come to mind, but don't be surprised if I don't answer them!

Are you ready to start?

Task Instructions

Task 1

It's 11:50 am on a Monday and you're in your office thinking about what to have for lunch. A friend recently told you that Paycrave app is a great way to order from food trucks, saying "you can skip the lines by ordering and paying ahead". You decide to give it a try. Sign up on Paycrave.

Task 2

Once you are registered, browse through the food trucks and look through the menus. Look for the Twitter updates and Reviews. Once you find something you like, place the order.

Task 3

Rate the food truck you've just ordered from, pretending that you've already consumed the food.

Task 4

Add a new card to your account.

Task 5

View the order details of your most recent order.

Debrief

Learn more about any problems or reactions you observed during the test.

More questions:

- What is your overall impression of Paycrave?
- Do you think that Paycrave would be useful for you, personally? Why or why not?
- If not: who do you think it would be useful for? Why?
- What do you like best about Paycrave?
- What do you think needs to be improved?

Wrap-Up

Thank you very much for participating!