Usability Testing Script

Introduction

> *Web browser should be open showing the Figma prototype of the banking application.*
>
> *Have a second hidden tab open with Figma Prototype.*

Hi [*participant name*],

Thank you for participating in today's session. My name is [*facilitator name*], and I will be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

We would like to improve users' experience of the banking application, make the system more intuitive and pleasant to use.

One important point I'd like to make is that we are evaluating this application, but not testing you in any way. If you run into problems, those reflect the design of the application, not your skills or abilities. Your comments are very important to us. So, we ask you, to give us your honest opinions (both good and bad) of what you see. Don't be shy. Because we are not responsible for the design of this application, we won't take any of your feedback personally, either positive or negative.

Consent Form

With your permission, I'm going to record what happens on the screen and our conversation. The recordings will only be used for this project. The data from this study will not be used for any other purpose. Your full name will not be associated with the recordings or any other data collected during the session.

Please read and sign this consent form, which states that you give us permission to record your screen activity and your voice.

> *Hand user consent form. Allow user ample time to fill out completely*
>
> *Turn on screen recorder*

Priming Activity

Can you tell me a bit about yourself. What do you do for a living? What are your hobbies?	

Application Screen Tour

Dashboard Screen is open.

We will now begin the test. Please open the link, and have a look at the application screen. You can scroll if you want, but please don't click on anything yet. **1** Can you tell me your first impressions: ● What can you do in this application? ● What actions can you take on this screen? ● Who is this application intended for? ● Are there particular things which catch your eye?	

Introducing Activities

There is a number of activities to be completed in the application which I will ask you to do one at a time. I'm going to read each of them out loud and give you a printed copy. Again I would like to stress that we're testing the application, not you. You can't do anything wrong here.

For thinking aloud participants

During this session, I'd like you to think aloud. In other words, tell me what you are thinking, describe the steps you are taking, what you are expecting to see, why you are doing what you're doing, and so on. Your comments are very important to us. So, we ask that you give us your honest opinions (both good and bad) of what you see. Don't be shy.

Activities

Imagine that you are a teller at Credit Union and you use a computer program to handle customer transactions. You are about to welcome your first customer today. The Credit Union system was updated recently and you are about to use it for the first time.

Please attempt the following tasks:

2 *Where would you look for help with finding an account?*	
3 *How would you find details of an account 194?*	
4 *You are about to serve your first customer. He used biometrics to enter the queue system. Please load your first customers account details to the screen.*	

5 *Describe what's on the screen, can you find members' addresses?*	
6 *Your Customer would like to get a loan for €4000. Please Issue a loan to his account.*	
7 *Your Customer changed his mind and wants a loan of €1500 instead. Please correct the amount.*	

8 *Where would you look for help on how to correct that transaction?*	
9 *What is the updated balance?*	
10 *Your Customer has two cheques. Please lodge these cheques into his current account.*	

Additional Questions

How would you serve the next Customer?
How do you feel about recording your time serving customers and performance marks?

Questionnaire

Please complete the post-test questionnaire. This questionnaire will help us gain some value information regarding your overall thoughts on the usability of this website.

Open SUS questionnaire *https://forms.gle/VAGaWmFsydftjjCw6*
Stop the screen recorder and save the file

Thank you. The test is now complete.

Post-Session Interview

1. So to wrap up could you tell me your overall impression of the application?

2. What did you find most useful about this application?

3. What did you find least useful about this application?

4. Do you have any final comments or suggestions or questions for me?

Activities (Participant's Copy)

Imagine that you are a teller at Credit Union and you use a computer program to handle customer transactions.

You are about to welcome your first customer today. The Credit Union system was updated recently and you are about to use it for the first time.

Please attempt the following tasks:

#1 Open the [LINK] *Please, describe what's on the screen.*

#2 *Where would you look for help with finding an account?*

#3 *How would you find details of an account 194?*

#4 *You are about to serve your first customer. He used biometrics to enter the queue system. Please load your first customers account details to the screen.*

#5 *Describe what's on the screen, can you find members' addresses?*

#6 *Your Customer would like to get a loan for €4000. Please Issue a loan to his account.*

#7 *Your Customer changed his mind and wants a loan of €1500 instead.*
Please correct the amount.

#8 *Where would you look for help on how to correct that transaction?*

#9 *What is the updated balance?*

#10 *Your Customer has two cheques. Please lodge these cheques into his current account.*

You're sorted! Go to check out and wait for the facilitator directions.