

## LAHR Usability Test Script

**\*Do not open website yet.**

Hi, \_\_\_\_\_. My name is Michael, and I'm going to be taking you through the usability session today.

I would like to go over some preliminary information before we begin, just so that you know what to expect and you know what you'll be doing during the session. The purpose of this is to determine how well the website functions, as well as what needs improvement or modification in the website's next iteration. This session should only take about 45 minutes.

I want to make clear that this session is about testing the website, not you. Don't worry about making mistakes or about doing anything right or wrong.

As you go through the tasks on the website, I'm going to ask you to think out loud as much as possible. This means saying what you're trying to accomplish, what you're looking at, and what you're thinking. This will help us more accurately determine what to focus on when we improve the website. Also, be as honest as you can. Honesty also helps us figure out what to focus on.

Do you have any questions so far?

Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation? What do you do all day?

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How many hours a week do you spend using the internet? This includes web browsing and email, both at work and at home.

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What kinds of sites do you look at when you browse the Web?

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Do you have any favorite Web sites? What sites do you use most often?

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Alright. We're done with the preliminary questions, so we can start looking at the website.

**\*Open up the website to the Home page**

First, I'm going to ask you to look at this page and tell me what you make of it; what strikes you about it, whose site you think it is, what you can do here, and what it's for. Feel free to comment on the visual appearance as well. Also, feel free to scroll, but don't click on anything yet.

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**\*Let the tester browse the home page for 2-3 mins.**

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud and give you a printed copy. I'm also going to ask you to do these tasks without using Search. And, as much as possible, it will help us if you can try to think out loud as you go along.

**\*Go through each scenario, reading it aloud. Allow the user to proceed until you don't feel like it's producing any value or the user becomes very frustrated. Take notes; repeat for each task or until time runs out.**

Thank you; that was very helpful. Do you have any more questions for me before we conclude the session?

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