
DrupalTM

Usability Test | Discussion Guide
Drupal Camp London

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SUMMARY

This is a usability test discussion guide for the Drupal Camp London website (<http://drupalcamp.london/>). It consists of four sections:

SECTION 1: INTRODUCTION

Description of the session to be read out to the participant and a question regarding consent to record

SECTION 2: WARM-UP QUESTIONS

Four background/opening questions

SECTION 3: TASK SCENARIOS

Main part of the usability test with 5 task scenarios for the participant to work through. Current user journeys (indicated in blue) are stated under each task for ease of comparison with actual journeys made by participant.

SECTION 4: CLOSING QUESTIONS

Three questions to round up the session and to find out any additional information from the participant.



PREPARATION

Please ensure the following are in place before conducting the test:

- Drupal Camp London [<http://drupalcamp.london/>] is bookmarked on the browser
- A copy of the task scenarios sheet **SCENARIOS** (at the end of this guide) to give to the participant
- A recording permission form for the participant to sign

SECTION 1: INTRODUCTION

Web browser should be open on Google or some other ‘neutral’ page

Read the following to the participant:

Hi, _____. My name is _____, and I’m going to 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. You probably already have a good idea of why we asked you here, but let me go over it again briefly.

We’re asking people to try using a website that we’re working on so we can see whether it works as intended. The session should take about an hour. The first thing I want to make clear right away is that we’re testing the site, not you – so you can’t do anything wrong here! In fact, this is probably the one place today where you don’t have to worry about making mistakes.

As you use the site, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed the microphone. With your permission, we’re going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project – and it helps me, because I don’t have to take as many notes!

Also, there are a few people from the web design team observing this session in another room. (They can’t see us, just the screen.) If you’re happy to go ahead with this, I’m going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

Do you have any questions before we begin?

[Wait for the participant’s reply]

Give them a recording permission form and a pen.

While they sign it, start the screen recorder.

SECTION 2: WARM-UP QUESTIONS

Ask the following to the participant:

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

- 1) Can you tell me what your typical day is like?
 - 2) What do you like doing in your spare time?
 - 3) How many hours would you say you spend on the internet per day?
 - 4) And how do you usually spend that time?
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SECTION 3: TASK SCENARIOS

Open up the Drupal Camp London website and ask the participant:

What are your first impressions of the site? Feel free to have a look around but please don't click on anything just yet.

[Wait for the participant's reply]

Hand a copy of the task sheet to the participant and read the following:

Great, I'm now going to ask you to work through these scenarios; as you approach each one, please read them aloud. When working through them, please try and think out loud as much as you can, telling us what you're thinking, feeling, and doing as you go along. Remember - you can't go wrong here!

- 1) Find out where and when the Drupal Camp London event is, and how much it costs to attend.

:: Current user journey

Click on [Buy tickets](#) on navigation bar > [Buy tickets](#) page appears with information about where, when, and cost of tickets

Questions continue on next page

- 2) It's the second day of the event, and you're running late due to a delayed train. You probably won't get there until about 11:30am, find out what you will miss.

:: Current user journey

Click on [Schedule](#) on navigation bar > Drop down menu appears > Click on [Saturday](#) > [Timetable for Saturday sessions](#) appear on page

- 3) After attending the Drupal Camp event, you're interested in being part of the Drupal community and receiving benefits such as discounts and updates on the latest projects. Find a way you can do this.

:: Current user journey

Click on [Join Now](#) button on the homepage (above the tweets section)

- 4) You have some knowlegde about Drupal that you would like to share with others. Submit a workshop idea that you would like to run at the event.

:: Current user journey

Click on [Schedule](#) on navigation bar > Drop down list appears > Click on [Accepted sessions](#) > [Accepted sessions](#) page appears > Fill in form fields on page > Click [Apply](#)

- 5) You personally would like to contribute to some of the costs involved in holding the event. Use the site to see how you can do this and how much you can contribute.

:: Current user journey

Click on [Sponsors](#) on navigation bar > Drop down list appears > Click on [Become a sponsor](#) > [Become a sponsor](#) page appears > Click on [Download Drupal Camp London \(weekend\) sponsor information pack](#) towards the bottom of the page

OR

Click on [Become a sponsor](#) box on homepage > [Become a sponsor](#) page appears > Click on [Download Drupal Camp London \(weekend\) sponsor information pack](#) towards the bottom of the page



SECTION 4: CLOSING QUESTIONS

Ask the following questions to the participant:

- 1) How did you feel about the tasks?
- 2) If you had the opportunity to do anything to the site, what would it be?
- 3) Is there anything you'd like to ask me about today's session?

Read the following to the participant:

Thank you very much for taking the time out to take part in today's session. The feedback you've given us today has been great and will be incredibly useful in helping us improve our website.



SCENARIOS

- 1) Find out where and when the Drupal Camp London event is, and how much it costs to attend.

- 2) It's the second day of the event, and you're running late due to a delayed train. You probably won't get there until about 11:30am, find out what you will miss.

- 3) After attending the Drupal Camp event, you're interested in being part of the Drupal community and receiving benefits such as discounts and updates on the latest projects. Find a way you can do this.

- 4) You have some knowlegde about Drupal that you would like to share with others. Submit a workshop idea that you would like to run at the event.

- 5) You personally would like to contribute to some of the costs involved in holding the event. Use the site to see how you can do this and how much you can contribute.

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