Test Script

Hi [NAME]! Thank you for agreeing to participate in this Usability Test. My name is Joyce, and I'll be moderating this session today. We've been asked by an organization to conduct an evaluation of their website, which you'll see shortly. This is a test of the website, not of you. Please act as natural as possible, that would help us a lot.

I'd like to briefly go over the consent form with you again.
- I'll be asking you to do a series of tasks on this website. Please think out loud and use your mouse to indicate what you are looking at.
- I may also briefly interrupt to ask you questions about what you are doing.
- The session will be screen and audio recorded, but I will be anonymising everything when compiling our findings, and the recordings themselves will be deleted when this coursework has been graded.
- As mentioned, if you're not feeling comfortable or do not want to continue the test for any reason, you can let me know and we'll stop at any time.
- Do you have any questions?

Before we start, I'd like to get to know you a bit better.
• What do you do?
• How much time would you say you spend on the internet every day?
• What websites do you visit most often?

Let's start! Please read the tasks out loud when you receive them: www.dementiauk.org

1 - Impressions and Home Page Tour

Task: Without clicking on anything, can you explain to me:
A. The first thing you notice?
B. What is this site about?
C. What do you think you can do on this site?
D. Who is this site for?

Was there anything that you liked? Disliked? Found confusing?
Are you previously familiar with "dementia"?
Do you support any non-profit organizations, either financially or with your time? How/how often?

For this next part of the usability test, feel free to click wherever you want. It would really help if you could think out loud and use the mouse to indicate where you are looking. When you think you're done with the task, please let me know.

2 - Information Finding

One of your distant relatives living in the UK mentioned that they think they might have dementia, and needs your help navigating this site.

Task: Please find an explanation of 'dementia' for them.
Task: How can your relative find information on getting a doctor's opinion?
Task: Is there information on rights and accommodations available to them under the law?
Task: What resources are available to their loved ones?

While you were looking for those pieces of information, did anything stand out to you?
Was there anything overall that you liked? Disliked? Found confusing?
How difficult or easy would you say that process was? (1 = very difficult, 5 = very easy)

3 - Fundraising

Task: You are a person living in the UK who has decided to get people in your community to contribute money to Dementia UK, via some sort of gathering or group activity. Please find something you'd be interested in doing, and sign up.

While you were looking through those pages, was there anything that stood out to you?
Was there anything overall that you liked? Disliked? Found confusing?
How difficult or easy would you say that process was? (1 = very difficult, 5 = very easy)

4 - Volunteering

Task: You are a person living in the UK who has decided to find a way to use your time and skills to support Dementia UK directly. Please find something you'd be interested in doing, and sign up.

While you were looking through those pages, was there anything that stood out to you?
Was there anything overall that you liked? Disliked? Found confusing?
How difficult or easy would you say that process was? (1 = very difficult, 5 = very easy)

5 - Post-Test

Looking at your experience of this site overall…

Was there anything overall that you liked? Disliked? Found confusing?

Please take a look at this sheet and select 5 words that you feel would best describe this site overall: http://www.uxforthemasses.com/wp-content/uploads/2016/04/Product-reaction-cards-printouts-reduced-list.pdf