

Usability Test Script

Prentus

Alex Hanson, Stephanie Lenertz, Ia Xiong, Lisa Zampogna

Evaluation Goals:

1. Evaluate the degree to which the product meets the user group's needs, particularly in reference to:
 - a. Candidate profiles
 - b. Job posting user flow and content
 - c. Candidate search capabilities
 - d. Communication with candidates
 - e. Gamification features
2. Identify whether the product feels intuitive to navigate and understand, and pinpoint areas for improvement
3. Discover the user group's first impressions of the product

Structure:

Duration: 30 minutes

Location and Format: 1 on 1 remote interview using Zoom

Materials Needed: Computer, Notebook, Usability Test Script

Methods: Moderated, Think Aloud Testing Protocol, Comparative Testing Protocol

Introduction Session Script

Thank you for joining me today! My name is [insert name here] and I will be walking you through our session. It will take approximately 45 minutes. I'm going to begin by reading a quick introduction so I can touch on all the important points!

I am going to be asking you questions to gauge the usability of a website called Prentus, which is a platform intended to connect tech bootcamp grads with prospective employers. I will be showing you the employer side of the platform. I want to make it clear that I am testing the website today, not you! My goal is to learn how I can make this better for users like you, so it will be helpful if you give me your honest feedback—I promise, you cannot hurt my feelings!

I'm going to start by asking you some introductory questions, then I will ask you for your opinion about two similar screens and ask you to perform a series of tasks on this website. As you do so, please speak aloud as much as possible—tell me what you are trying to do, what you are seeing, what you are thinking, and how you are feeling about the experience.

I might take some quick notes during the session, so if you see me looking away that is why—I am still listening!

And if you have any questions, feel free to ask them. I might not be able to answer all the questions right away, but I will at the end.

Recording Consent

In case I need to reference something we talk about today, it would be helpful if I could record the video and audio of this session today. It will not be shared with anyone else. Do I have your permission to do that?

[start recording]

Initial Questions

First I'm going to ask you a few quick questions to get to know you a little better.

1. What is your current occupation?
2. How long have you been involved in hiring decisions or applicant screening?
3. And, as it pertains to job applicants, how often do you interview junior or entry-level tech workers— particularly those coming from a bootcamp?

Thank you!

Screen Sharing and Tech Setup

Now, can you share your screen with me so I can see how you interact with the prototype? Make sure to hide any windows you don't wish to display. You can share your screen by clicking the green button at the bottom of zoom that says 'share screen.'

[*https://www.figma.com/proto/E4TVpTasMkJKaam5uOJCDg/PRENTUS-%7C-Figma-%7C-Group-Project?page-id=51341%3A4962&node-id=51553%3A12114&viewport=322%2C48%2C0.1&scaling=scale-down&starting-point-node-id=51553%3A12114*](https://www.figma.com/proto/E4TVpTasMkJKaam5uOJCDg/PRENTUS-%7C-Figma-%7C-Group-Project?page-id=51341%3A4962&node-id=51553%3A12114&viewport=322%2C48%2C0.1&scaling=scale-down&starting-point-node-id=51553%3A12114*)

I've sent you a link in the zoom chat. When you're ready, go ahead and open that link. This is an interactive prototype, which means it will not behave exactly how a finished product would, but it is pretty close!

Comparative Testing

To begin, I'd like you to pretend you are looking for someone to interview for a position you are hiring for. The first screen you'll see from the link is two versions of a **candidate profile** to get your opinion about them. So, just take a look at these and tell me what you're thinking.

1. What information are you looking for and zeroing in on?
2. Which of these screens do you prefer, and why?
3. Is there anything you would add or subtract from that screen?

First Impressions

This is the first page you will see once you are logged into the website. Without clicking on anything, take a look around and tell me what you think.

1. What do you think you'll be able to do on this website?
2. Where would you navigate to first?

Let's take a look at the dashboard element in the top right hand corner that says 'Badges'.

1. What do you think these are for?
 - a. *briefly explain/describe feature if need be*
2. Do you think you would use this feature? Why or why not?

Task Observations

You can feel free to click around now. I'm going to give you some tasks to complete and watch how you use this app. I will be asking some questions along the way but remember to think aloud as much as possible!

1. First, show me how you would go about posting a job for applicants to see.
 - a. What do you think about the process you just went through?
2. Now I'd like you to search the platform to find a candidate that fits your needs.
 - a. What do you think about the process you just went through?
 - b. What did you think about the search features available to you?
3. Alright, this candidate looks like a good fit, so you want to get in contact with them. How would you go about doing that?
4. Now you've talked to Kathryn and you'd like to schedule an interview with her. How would you do that?
 - a. What do you think about the interview request process?

Thank you for those insights, they've been very helpful! We're almost done but I have a couple of follow up questions.

Follow Up Questions

1. If you could wave a magic wand and add, subtract, or change anything about this product (the sky's the limit!) what would it be?
2. Are there any other thoughts you have about this? Anything that stood out to you or anything you wish I would have asked?

That is all I have for you today! Thank you so much for helping me test this—it is going to help me and my team improve this product. Do you have any questions for me before we finish? Feel free to reach out to me if any questions come up. Thank you again and have a great rest of your day!