

INTRODUCTION

(INSERT PARTICIPANT'S NAME HERE),

thank you so much for taking the time to participate in some user testing for me.

I'm Nate, the designer working on this project, and I'll be observing and taking notes during the session as well.

Before we get started, allow me to explain what we'll be doing today so you have clear expectations. I'll also provide you with context regarding what we're testing and why.

Today, I'll be asking you to try out a web app called Lively and do a few activities using it. I'd like to understand what works well about the app, as well as what doesn't work well. Please remember that we're testing the app and not you! There are no right or wrong answers—I simply want to hear your honest thoughts and opinions. To that end, please don't worry about hurting my feelings. I can only understand what doesn't work and make improvements if you supply me with candid feedback.

I'll start by asking you a few general questions about health and wellness apps, then move onto some activities using Lively. When you're looking at the web app, I'd like you to "think out loud" as much as possible to let me know what you're thinking and feeling as you explore the app. For instance, you might say you were expecting to find a particular piece of information after clicking on a link but the information provided was different than what you were expecting.

If at any time you find yourself confused or unsure as to what you're supposed to be doing, that is okay! Tell me when that happens and I'll get you back on track. You should also feel free to let me know if you need a break at any point during the testing session or if you'd like to end the session early.

Finally, before we get started, would it be okay if I record your screen and voice during this testing session? The recording will only be used by me as a means to supplement my notes and help me understand where I need to improve the app. It won't be shared with anyone else.

- ***Is that agreeable with you?***
- ***Do you have any questions or things I need to clarify further?***

Okay! I'll start recording and begin the session.

PERSONAL DEMOGRAPHIC QUESTIONS

1) Please select your age range:

- 21–30
- 31–40
- 41–50
- 51–60
- 61 and above

2) What is your gender?

3) What is your current occupation?

4) What mobile devices do you use?

5) What health related apps do you regularly use?

BACKGROUND QUESTIONS

Before we take a look at this particular app, I have a few short questions for you to help me gain a better understanding of how you might use Lively:

1) When looking to improve or track your health, do you use any apps or websites to help you?
• If yes, which ones? If no, why?

2) When looking for a specific type of doctor or treatment, how do you prefer to go about researching potential options?

OPEN-ENDED QUESTIONS

Thank you for answering those questions. Now, I'd like to show you the Lively web app and start by getting your initial impressions of the app.

Spend some time looking over the home screen / dashboard. Without clicking on anything yet, what are your first impressions? What you like and don't like, what you think about the information displayed on the page, or any other thoughts you might have? Remember to think out loud as much as possible.

Now that you've taken a look at Lively, can you tell us what you think the purpose of the app is?

Thank you. Now, I'd like to ask you to try out some activities using the Lively app.

TASKS

I'll give you two scenarios and their corresponding activities. As you complete each activity, I'd like you to think out loud and tell me what you're thinking and feeling as you navigate through the web app.

1) You've been experiencing migraines off and on for a while. Your current doctor's treatment plan hasn't been effective, but they don't seem willing to take the time to work with you and find a treatment that does work. Use Lively to research new options for migraine treatment that are local and highly rated by others.

Satisfaction SEQ

Overall, how difficult or easy did you find this task?

1 - Very Difficult

7 - Very Easy

2) Your exercise routine has become boring (okay, okay, it has become non-existent). But you don't want to give up yet! Use Lively to find some new exercises that would work with the rhythms of your life, and try them!

Satisfaction SEQ

Overall, how difficult or easy did you find this task?

1 - Very Difficult

7 - Very Easy

WRAP-UP

Well now! That's the end of the session. Thank you for participating and helping me in my quest to improve Lively as a useful tool for health and wellness. Before you go, do you have any other questions or feedback to share?