

# **Find Science Information Tutorial Usability Testing – Script**

UCI Libraries, Fall 2011  
Caitlin Plovnick  
Jeffra Bussmann

## **Welcome and Purpose**

Thank you for agreeing to participate in this usability project. Today we are asking you to serve as an evaluator of a library tutorial. You will complete the tutorial and perform a short series of related tasks. Our goal is to see how easy or difficult you find the tutorial to navigate and understand. We will record your reactions and opinions; so, we may ask you to clarify statements that you make from time to time.

## **Test Facilitator’s Role**

We’re here to record your reactions and comments as you take the tutorial. During this session I will not be able to offer any suggestions or hints. There may be times, however, when I’ll ask you questions about your reactions.

## **Test Participant’s Role**

We will give you a scenario to keep in mind as you take the tutorial, completing all exercises as you go. After you have taken the tutorial, you will be asked to complete a few short tasks. You also will be asked a series of questions about your experience at the end of this session.

## **Things to Keep in Mind**

Here are some things that you should know about your participation:

- This is **not** a test of you; you’re testing the tutorial. So don’t worry about your performance.
- There is no way for you to make a mistake. We really are testing to find out what improvements need to be made to make sure the tutorial works best for you.
- If you ever feel that you are lost or cannot complete a task with the information that you have been given, please let us know. This will help us to improve the tutorial in the future.
- We will be taking notes on this session for further study if needed. Your name will not be associated or reported with data or findings from this evaluation.
- Finally, as you use the tutorial, please do so as you would at home.

Do you have any questions before we begin?

## **Part 1: Demographic Information and Opening Questions**

- What is your year of study?
- What is your subject concentration?
- Have you taken any library tutorials before? (If so, which and when)
- What would you expect to learn from a Science Information tutorial?

## **Part 2: Research Scenario**

In this scenario, you are taking a general, introductory science course for which you will be expected to write a research paper as your final project. To prepare you, the instructor has asked you to complete this tutorial. As you go through the modules of the tutorial, consider how you would use this information in preparing for the research project. Please share your thoughts and reactions as you go through the entire tutorial.

## **Part 3: Closing Questions**

- Would you return to this tutorial? In what situations would you use it?
- Was the tutorial informative? Did you learn anything new?
- Were you able to follow the information as it was presented?
- Is there anything else you would like to see included?
- What did you like best?
- What did you like least?

**Thank you again for your help!**