# UT4 with SMU Students d’penz Study Script

Roles of Experimenters:

* Facilitator (Entire team but with shift rotation)
* Note-Takers (Entire team but with shift rotation)
* Photographer (Ching Png, Nicole)
* Tech Support (Ching Png, Dex)

**Facilitator:**

**Before Test Session:**

1. Welcome participants and introduce everyone.
2. Introduce our system.
   1. Our system is a system for ING’s Regional Procurement department. Users will use the system to submit projects for procurement, and procurement staffs will use the system to update progress of procurement projects. Procurement staff can also generate reports through our system. For this user test, pretend that you are a new staff being introduced to this system, and evaluate how easy it is to use the system.
3. Brief participants on purpose of the evaluation (try out the procurement system), steps to take during performing of tasks, and the general feedback to be collected after the test.
4. Explain thinking-aloud and give a demo (e.g. “I am trying to find the Save button”) so that participants are familiar with it.
5. Short Q&A that does not contain answers which might influence participants.
6. Tell participants when to start test session.

**After Test Session:**

1. Interview participants for general feedback such as what they liked/disliked about the system.
2. Ask for comments on specific features and critical incidents.
3. Thank participants for their time.

**Note-Takers:**

**Before Test Session:**

1. Note down questions asked during short Q&A before start of test session.

**After Test Session:**

1. Record interesting thinking-aloud.
2. Record how pathway differed from expectations.
3. Record amount of time spent on a task.
4. Record number of bugs faced.
5. Record critical incidents, for both good and bad things.
6. Record task success, failure, or success with help involved.

**Photographer:**

1. Take photos of participants interacting with the system throughout test session.

**Tech Support:**

1. Provide support whenever participants require help.