

# Usability Test Script

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## Introduction

Hi, my name is **[NAME]** and I'm working on a web page for the City of San Antonio. During this session, I'll give you a link where you can view the website on your phone.

I need your help to find out how easy or difficult it is to use the site.

Let's talk about how this will work. You'll scan the QR code and access the site on your phone. Once on the site, I'll ask you to find certain information. There are no right or wrong answers. I'm interested in how you would look for things. This is a test of if the site works and not a test of your ability to find things. If you can't find something, don't worry, that just means we need to improve the site. If a task is easy for you, please tell me so I know what parts of the site are working well. This is a work in progress so any feedback you can give is great.

As you're working through finding the information, try to "think out loud" so I can hear your thought process.

Afterward, I'll ask some follow up questions to wrap up your final thoughts.

If at any time you feel uncomfortable or do not want to continue the test, you have the right to stop the session.

Do you have any questions before we get started before we get started?

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## Pre-Questions

What Terms or words would you use to search for Neighborhood Associations in San Antonio?

Notes:

Where would you look to find a list of Neighborhood Associations in the City of San Antonio?

Notes:

How often would you say you look for Neighborhood Associations in the City of San Antonio?

Notes:

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Thank you for your feedback! Now we are going to get started with the tasks.

<https://www.sa.gov/Directory/Departments/CE/Community-Engagement/Association-Organization-Registry> [QR CODE on table]

Open the link on your phone. Remember to “think out loud”.

**Are you ready to begin?**

## Tasks

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**Can you find an email contact for Colonial Hills Neighborhood Association?**

Notes:

On a scale of 1 - 5, With 5 being the easiest, How easy or difficult was this task for you?

**Circle:**  
1 2 3 4 5

**What association is 1450 Mira Vista, SATX 78228 located in or near?**

Notes:

On a scale of 1 - 5, With 5 being the easiest, How easy or difficult was this task for you?

**Circle:**  
1 2 3 4 5

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## Post-Questions

What information was easiest to find?

Notes:

Were there any parts that were confusing or difficult to you?

Notes:

What do you think can be improved?

Notes:

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## Post-Questions Continued

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What other information could be added?

Notes:

Please leave any general thoughts, comments or questions you'd like us to consider as part of your feedback. (This can include feedback about layout, structure, how things were named, etc.)

Notes: