

# User Testing Script: Olive

## Introduction

Hello and thank you again for taking the time to participate in this study.

Before we begin, I'd like to explain to you what I am going to be doing today, so you know exactly what to expect. I will also give you some context regarding what we're testing and why.

Today, I'll be asking you to try out a new health app called Olive and do a few activities using the app. I'd like to understand what works well about the app, as well as what doesn't work well. Please remember that I am only testing the app, not you. You can't do or say anything wrong here. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings. We can only understand what doesn't work and make improvements if you supply us with candid feedback.

I will start by asking you a few general questions about health apps, then move onto some activities using the Olive app. When you're looking at the app, I'd like you to "think aloud" as much as possible. By that I mean that I'd like you to speak your thoughts as often as you can. For example, you may be looking at a page, suddenly see something you didn't see before and want to click on it. In that case, saying something like "this caught my eye so I'm going to see what it is" would be very useful.

Finally, before we get started, would it be okay if we were to record your screen and voice during the testing session? The recording will only be used by myself to help me understand where I need to improve the app and won't be shared. Is that okay?

If at any point you have questions, please don't hesitate to ask. Do you have any questions so far?

Are you ready to continue?

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

## Personal Demographic Questions

1. What is your occupation?
2. Please select your age range:
  - 18-20
  - 21-29
  - 30-39
  - 40-49
  - 50-59

## Background Questions

Before we take a look at Olive app, I have a few short questions I'd like to ask you to help us get a better understanding of how you might use Olive:

1. Do you use any app related to health? What is it?
2. What do you normally do with the health app?
3. How often do you use the health app?

## Open Ended Questions

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

Spend some time looking over this [the home screen] screen. Without clicking anywhere just yet, can you tell me your first impression? 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 aloud as much as possible.

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

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

## Tasks

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

1. You want to take advice from your family doctor and exercise more on a daily basis. And you need something to help you record your exercise, such as what activity you do and for how long. Using Olive, find a way to start to record exercise.
2. You find you always forget to exercise with hectic schedule and would like to set up an achievable goal to get motivated. Also, you would like to get reminded regularly, so you won't miss the routine. Use Olive to set up your goal and get reminders.
3. Suppose you're a diabetes patient. You've been using blood glucose monitor to track your blood sugar level every day. The monitor is linked with Olive app and the data can be automatically transferred to the app. Your partner is worried about your diabetes condition and would like to keep an eye on it, too. Use Olive to share blood glucose data with your partner.

## Satisfaction Survey

Thank you! I would like to conclude this task with a small questionnaire about your overall satisfaction regarding the application.

Overall, how difficult or easy was the tasks to complete? Use the seven point rating scale. 1 is very difficult and 7 is very easy. [This happens after each task is completed.]

## Wrap-up

Okay! That's the end of the session. Thank you for participating and helping me better understand how I could improve Olive. Before you go, do you have any other questions or feedback for me?