

## User Testing Guide

We followed this general guide to help structure our user testing sessions but allowed for flexibility as the two new user test participants needed more context about our project than the first. To focus on the participants' interaction and responses to our questions/tasks, we made sure to record (screen record + audio) and transcribe each session to take notes on and analyze afterward.

- **Introduction:**
  - *Hello [stakeholder name], thank you for taking the time today to meet and participate in our informal user testing. We will be asking you some questions and have you complete a few tasks for two separate early-stage prototypes of our Library Market redesign. **To preface, these prototypes are black and white rough draft wireframes that use placeholders for certain text/images and are not fully interactive, so some features will not be fully functional.** They are not final designs, as we would like your input before moving on to more finalized designs (which would include color and no placeholder text)*
- **Consent:**
  - *Before we begin, may we please have your consent to record this meeting (screen/audio) to reference after we complete our user testing session?*
- **Preliminary questions:**
  - *What would you do if you were making a reservation for a patron and the time and room they'd like to reserve overlapped with a pending event that has not been approved yet?*
  - *How do you see the role of color and visual cues playing into your calendar system?*
- **Tasks**
  - **Task 1:** *Can you walk me through how you would create a new reservation?*
  - **Task 2:** *Can you walk me through how you would filter for just pending reservations?*
  - **Task 3:** *You're trying to view pending reservations to review and confirm approvals. Can you walk me through how you would complete this task?*
  - **Task 4:** *As a part of your weekly task, you need to access Google Spreadsheets for budgeting. Can you walk me through how you would do this on the platform?*
- **Preference Questions**
  - *For task 1, do you prefer prototype A or B? Why?*
  - *For task 2, do you prefer prototype A or B? Why?*
  - *For task 3, do you prefer prototype A or B? Why?*
  - *For task 4, do you prefer prototype A or B? Why?*
- **Thoughts**
  - *Were there any aspects of the prototypes that you liked or found useful?*
  - *Were there any aspects of the prototypes that were unclear or challenging to understand?*
  - *Overall, which prototype did you prefer, and why?*