

Kevin Fox

Photocopier Evaluation Script

Thank you for participating in my study.

The purpose of this study is to test the usability of a photocopier interface. I'll be giving you a sheet with three photocopying tasks on it, and we'll go over the tasks, one at a time, and I'll ask you to use this photocopier interface to accomplish the task.

The interface for the photocopier is a small touch screen, which in this study we are simulating with a 3x5 card. Use your finger on the 3x5 card as though it were a touch screen. If the screen needs to change, I'll put other pieces of paper on top of the card to simulate the changes in an actual copier.

The purpose of this study is to test the copier, not you. There are no right or wrong answers. We only want to see how usable the interface is. The information we get from this study will help us to build a better interface. This study is anonymous. Your name will never be associated with any of the data gathered here. To help with the study though, it would be useful to get a little bit of optional information. (collect occupation, age, copier experience level)

If you feel uncomfortable or want to stop, please just say so. You can stop at any time.

In this study we use what's called a 'think-aloud' protocol. To help me understand what you're thinking as you perform the tasks, I'd like you to 'think out loud.' Talk through your reasoning as you go. This will help me to better see why some of the interface doesn't work.

Do you have any questions before we begin? (answer any questions)

(give first task to participant)

(go over first task with participant)

(begin first task)

(ask if they have any questions on the process, or aid them in think-aloud process)

(give second task to participant)

(go over second task with participant)

(begin second task)

(ask if they have any questions on the process, or aid them in think-aloud process)

(give third task to participant)

(go over third task with participant)

(begin third task)

(ask if they have any questions on the process, or aid them in think-aloud process)

Thanks! That's all I need. Your work will help me to create a new design that is easier to use than this one. Do you have any other questions?

Thanks again!