'langoon'
LEARNING

Usability Test Plan & Script

1. Introduction

Hi _____, thank you for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and how it will work. This session is pretty simple, I will be asking you to try out a new **Language Learning App** called **'langoon'** and do a few activities using the app. I would like to understand what works well about the app, as well as what doesn't work well. Please remember that we're testing the app and not you! There are no right or wrong answers. I can only understand what doesn't work and make improvements if you provide your honest feedback.

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. Also, I'd like you to "think aloud" that means talking while doing each action as much as possible to let me know what you are thinking and feeling as you explore the app. If at any point you have questions, please don't hesitate to ask.

Finally, before we get started, would it be okay if I record the meeting during this testing session and click a photo of our online testing session? The recording will only be used to help me understand where I need to improve the app and won't be shared outside. Is that okay? Do you have any questions so far? Ok, Let's get started...

2.   Personal Demographic Questions

Name:

Age:

Occupation:

Location:

Education:

Language Known:

Hobbies:

3. Background Questions

- In the past six months, have you use learning app/website and how you feel about that? (Good/Bad)
- Do you have **any** favorite websites/app? Or any language learning favorite app?

4. Open-Ended Questions

- Now you are at the onboarding process. Please explore and let me know, after seeing this Onboarding process, what you understand what's the purpose of the app is?

- Spend some time looking over this Home screen, without clicking anywhere just yet, can you tell me your first impressions? What you like and don't like, what you think about the information displayed on the page, or any other thoughts you might have(like any other thing which you are missing or expecting here)?

- So now after coming on this Quiz Screen, please let me know, what you understand about this screen without clicking anywhere?

5. Scenario Based Task

- Now you are at the Select Language Page, here you need to select your Native Language and also your learning language. So, assume your native language is English and your learning language is Hindi. How do you proceed here?

- Now let's assume, you are studying in India, and you need to learn education related vocabulary words. So how you would proceed in this app?

- Let's say, you want to learn official words by images. So how you would start here and proceed ?

6. Direct Task

- Now, let's say, you want to learn level – II words, so how you would proceed? Please read this message and let me know where you want to go?

- Here I want you to attempt the quiz and check your rewards? So, now after coming on this Congratulation screen, please let me know, what you understand here without clicking anywhere?

- Here I want you to do Sign-up and explore what you get after signing-up. So, after seeing this signing-up form, what is your first expression? Now please fill this form and create your account in this app 'Langoon'.

- Now at the end, I want you to check the total rewards,
    1. Where you will go to check your total rewards?
    2 .Where else, you can go to check the rewards?

7. Review Questions

- Are there any improvements that you would like to suggest?

- Was that easy to navigate within this app?

Okay! That's the end of the session. Thank you for participating and helping us better understand how we can improve 'langoon'.