# EV Mobile App Project - User Testing Script

## Intro
- Thank you for taking time out of your busy schedule to meet with us [me and my testing partner] today!
- I have a design for a mobile application, and I'd like to get your feedback on it.
- In today's testing session, I'll start by asking you some basic questions about your experiences and your opinions regarding electric vehicles.
- Then, I'll show you the design, and ask you to use it to complete some tasks.
- Finally, I'll ask some follow-up questions, and then we'll be finished.
- Some things I want to clarify before we start:
    - There are no wrong answers; all feedback is good feedback.
    - We're testing the design, not you. So, don't worry about us judging you or quizzing you, because we're not.
    - Please be honest with your feedback. Don't worry about hurting our feelings; if something is bad, we need to know about it.
- Any questions before we begin?

## Initial Questions
- How many Electric Vehicles have you owned?
    - How long have you owned an EV?
- When did you first become interested in EV's?
    - What sparked that interest?
    - How did you learn more about EV's?
- What aspects of EV's ownership and usage were the most difficult to understand?
    - What made those things difficult to understand?
- What are the most common misconceptions about EV's that you've seen from people you know?

## Testing
- Some things to keep in mind
    - Please think out loud as you go through these tasks; voice your thoughts, voice your feelings, let us know where you're at.
    - These are prototypes; they may not behave exactly as you expect, and some functionality may be different or absent entirely.
    - Feel free to ask questions, but there are some questions that I won't be able to answer until after the tasks are complete, to not bias your responses. So, if you ask a question and it is met with silence, that's why.
- (open prototype)
- This mobile app is designed to provide resources and education about electric vehicles.

- I have some tasks I would like you to complete with this app
  - Using this app, please find and play a video about the fundamentals of EV's
    - (after task is complete)
    - What were your thoughts about that experience?
    - How useful did you feel this information was?
    - How did you feel about the trustworthiness of the information provided?
    - What aspects of this experience improved or damaged your trust in the information?
    - What did you find confusing or annoying about this experience?
  - Using this app, please find and read about a common myth about EV's
    - (after task is complete)
    - What were your thoughts about that experience?
    - How useful did you feel this information was?
    - How did you feel about the trustworthiness of the information provided?
    - What aspects of this experience improved or damaged your trust in the information?
    - What did you find confusing or annoying about this experience?
  - Using this app, please find information about an EV Tax Incentive in your area
    - (after task is complete)
    - What were your thoughts about that experience?
    - How useful did you feel this information was?
    - What did you find confusing or annoying about this experience?

## Follow-up
- Overall, what were your thoughts about your experience with this app?
- What did you like about this design?
- What did you dislike about it?
- How do you feel about the complexity of the information that was presented?
- How might this application change the way you use/think about EVs?
- If you could change one thing about this design, what would it be, and why?
- Is there anything else you'd like to share?
- Do you have any questions for us?

## Conclusion
- Thank you again for your time! We really appreciate your feedback.
- If you're interested, we'd like to keep in touch with you for future user testing sessions.
- [add other explanations about compensation or follow-up, depending on the participant]