

Usability Test: LOA

Script

Introduction *[5 mins]*

Hi <Participant name>,

How are you doing today?

Thank you for taking the time to talk to us today!

My name is Andre and I'll be moderating today's session. The objective of this session to get your feedback on certain features at City of Seattle's Utility service website. We are looking to learn how customers like you interact with it and your reaction will give us insight into areas that may need improvement.

We are also joined by Laura and Spruha. The observers are here to listen and take notes during this call.

We'll start with some questions, and then I will give you some tasks to complete. We'll use the feedback we get from you and other participants to improve our website, so please share your honest thoughts as we go along. There are no right or wrong answers.

Since we are doing this remotely, could you please share your screen for the duration of this session. You can find the Share button on the bottom of your screen.

Before we begin, **I would like to remind you that this session will be recorded for internal use only.**

Do you have any questions for me before we get started?

Awesome! I will start the recording now.

[PRESS RECORD]

Warm up questions

1. How familiar are you with City of Seattle's Utility portal?
 - a. Have you used it to pay bills or for other transactions?
2. Can you tell us about the properties you manage (number, size, number of tenants, etc.)?
3. When STARTING electric service for your tenants what challenges do you have?

Tasks

Tasks briefing

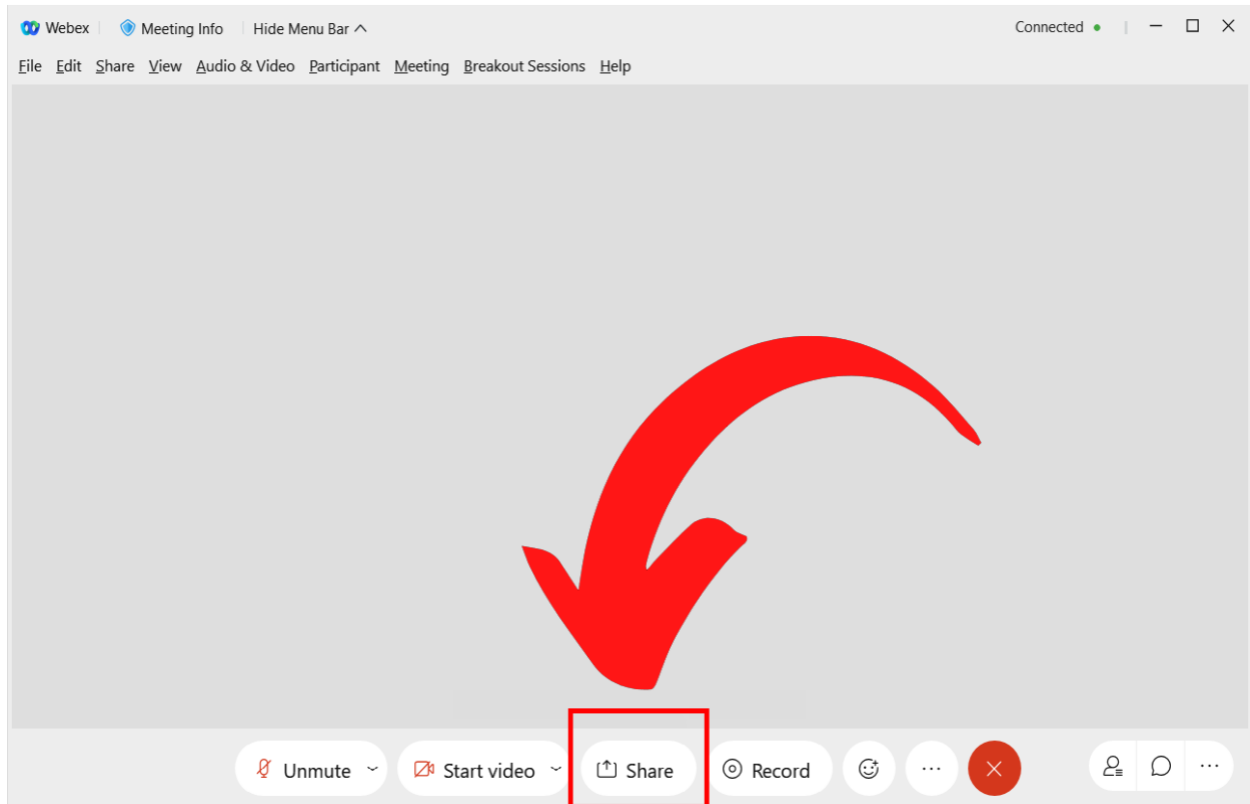
[This part should be quickly read out loud]

Now I'm going to ask you to carry out some tasks on the computer. There are a few things to keep in mind here:

1. **We're not testing you** - we are testing the site! If you encounter difficulties, it's never your fault, and it's always the site's fault. Finding these problems is good, because it will show us where we need to make improvements.
2. **Be as candid as possible**. If you don't like something, or think it's just plain stupid, please say so!
3. **Behave as naturally as possible**. If you get bored of something and you don't think you'd continue any further, please let me know.
4. Please ask me any questions you wish, but for the purposes of this test I might not be able to answer them for you.
5. **Most importantly, please think aloud as you do this**. Share with me where you're going to click, why you're clicking there, and what you expect to see after you do so. It helps us understand what is going through your mind and allows us to take good notes.
6. **Please note, this is not a real website and it won't be clickable**. We are instead using images of screens and asking you to tell us what you would do with your mouse.

SHARE YOUR SCREEN

In order for us to conduct this test, we are going to need you to SHARE your screen. You can find the button to do this on the bottom of your WebEx screen, as shown below.



Task 1:

Please open Screen 1 and take a moment to review its contents.

Background:

You have just logged in to the City of Seattle's Utility Portal for the first time.

Questions:

1. If you wanted to sign up for the Landlord, Owner, Agent system what would you do?
2. How would you describe the Landlord, Owner, Agent system to someone else?

Great, let's move to our second task.

Task 2:

Please open Screen 2 and take a moment to review its contents.

Background:

- You work on behalf of ABC Property Managers.
- You manage a ten unit building at 123 Main Street
- You manage a five unit building at 456 Summit Ave.

Questions:

1. How would you include both properties on this form?
2. Would you enroll in LOA as an individual or as a business?
 - Why?
3. What email address will the confirmation for this request go to?
4. How would you update who this request is emailed to?

Thanks, let's move to our third task.

Task 3:

Please open Screen 3 and take a moment to review its contents.

Questions:

1. Who is occupying Unit 102 at 5136 8th St SE?
2. When did service start at unit 102?
3. How would you start service for unit 104?
4. Which unit is vacant?
5. When you click on "In Process Requests" what do you expect to see?
6. How would you download a list of all properties and associated units?
7. How would you add another property to your LOA?
8. What would you do if you wanted to move a tenant into a different street address?

You are doing great!

Task 4:

Please open Screen 4 and take a moment to review its contents.

Questions:

1. What are the implications of submitting a START request outside of the two-week window?
2. If you had two roommates, how would you include both roommates on the request?
3. How would you indicate that your tenant is enrolled in the Utility Discount Program?

Okay, just one more.

Task 5:

Please open Screen 5 and take a moment to review it.

Questions:

1. What is the content on this page telling you?
2. Why can you cancel some requests and not others?

Wrap up questions [5 mins]

1. What are your thoughts on the system we just showed you?
2. Do you have any comments, concerns, or questions about the system?
3. Are there any pain points in the current LOA system that we have not addressed?

Closing words

These are all my questions for today.

Thank you very much for taking the time to speak with me. We'll be sharing your thoughts with the team here and your input today has been really valuable.

As a thank you for your participation today, you will be receiving a \$50 Amazon gift card as compensation via certified mail. Spruha will be collecting your mailing address after this session.