

PHASE 5 | TEST

Usability Test Script

Tester 3: Sara, 19, first-year student. Prototype: paper order flow

Sample project: A food-delivery app for university students in Islamabad. The blue italic text is an example of a completed sheet.

FACILITATOR INSTRUCTION

"Give the tester one task and read it exactly as written. Ask them to think aloud, then stay silent. Do not help or explain. Note where they hesitate, tap the wrong thing or ask a question."

SCRIPT

- *Welcome: "We are testing the app, not you. There are no wrong answers."*
- *Ask: "Please think aloud as you go."*
- *Task: "Order a lunch that will arrive before your 2 pm class."*

OBSERVATIONS

Step	Success?	Time	What we saw and heard
<i>Find a restaurant</i>	Yes	0:20	<i>Noticed the badge straight away. "Oh, that tells me it'll be on time."</i>
<i>Add an item</i>	Yes	0:15	<i>No problems.</i>
<i>Check the total</i>	Yes	0:25	<i>"No surprise fees, that's refreshing."</i>
<i>Find the pickup code</i>	No	1:10	<i>Looked in the order history, expected it on the status screen.</i>

BIGGEST ISSUE

The pickup code is hard to find. Severity: high. Move it onto the live status screen.