

# Usability Testing Script

## Change Access – Manager View

### Introduction

*Hi, I'm Robert, a UX Designer with the HR Systems User Experience team. We're working with the HR team to develop a new feature to be added to the Self-Service Portal. The feature will allow HR and People Leaders to revoke or reinstate their employees' system access (email, ID badge, access to applications).*

*Your feedback today will help us understand what's working and what's not. It will help us make improvements to the app design before it is launched to employees.*

*Please know that you're not being tested. We're testing the app's design. There are no right or wrong answers and I will not take anything personally if you find fault with the design.*

*To ensure I gather all the information and am not distracted by taking notes while I'm asking you questions, will it be okay if I record you? Please know that I am only using the recordings for research and design purposes.*

[After approval - begin recording]

### Initial/Access questions

[Pull up the self-service portal on the Macbook.]

1. Are you part of the HR team?
2. Are you a People Leader?

### App prototype review

[Pull up app on laptop.]

*As you review each screen, please tell me what you're thinking **out loud**. If you are unsure of any wording, a button or any element, please tell me.*

*This is a screen that a manager would see when entering the app. Initially, before you select anything, I'm going to ask what you think the content on the screen means. I will also ask what you think will happen when you choose certain areas on the screen.*

1. *[Begin by pointing at the master list "Search your team" list] Can you tell me what this is trying to convey?*
2. *What does "search your team" mean?*
3. *There is a plus listed for some of the employees listed but not for others, why do you think that is?*
4. *Now's let's take a look at these numbers. [point at roadmap] What do you think that is trying to tell you?*
5. *If you wanted to select an employee to revoke their access, how would you go about doing this?*
6. *Let's say you want to revoke access you wanted to select someone to revoke access. How would you go about doing that? Please talk through as you select what you think is happening on the screen.*
7. *[if they haven't selected the plus] Please select the plus. [let them select] What just happened? [check for understanding that they went another level down] Is there any other way you would show that action?*

Thank you for taking the time to give us your feedback.