

Mettl Examination Platform

UX Research Questions

Preliminary Questions

1. What's your name/age/occupation?
2. Have you given an online-exam before - if yes, can you tell us where?
3. Are you familiar with the online-test taking platforms - where? Mobile or web?
4. How was your experience with the platform?
5. How are you feeling?
6. Any questions you have about the exercise we are about to do or anything in general?
7. Is it okay, if we record the screen during this exercise?

Onboarding

1. What are your goals from this platform?
2. What are your expectations for this experience?
3. Can you tell us what is happening on your screen right now
4. Do you know how many steps are there in this process
5. Can you tell us what does each icon used in the steps of the process?
6. Did you have a clear indication of where you are in the current step
7. What do you think of language used on the screen and instructions
8. Do you think the information presented to you is beneficial for you - if not, why?
9. Do you feel in control of the process going on?
10. Do you have an idea of things you need for the next step(moving towards CRF).
11. What do you think of the form presented in front of you - does it make sense?
12. Is there any info you don't want to provide, or skeptical about it. If yes, Why
13. Do you think you have information about the exam you are about to give.?
14. Are the instructions given to you for clicking the photo make sense?
15. How is this step making you feel - what are the thoughts going in your mind? (CRF)
16. What are your expectations from the next step (moving towards instructions and section detail)
17. Can you tell us about the content presented in front of you
18. Are you able to decipher it?
19. What else is available on the screen.
20. If discovered, the functionality makes sense to you?
21. Did you remember the breakdown presented to you on this screen? If no, what are your expectations from it then?
22. Did you read the instructions presented to you? If no, why not?
23. Are there any elements confusing during this entire step?
24. What do you think of the Onboarding process?
25. Did it fulfill your expectations?
26. Is there anything that you feel was too much/very little/none
27. Were you able to understand whatever was going on the screen
28. Did you felt trapped at any stage of the process?
29. What are your expectations from the next stage?

Examination Platform

1. What are your expectations from this?
2. Can you tell us what is happening on your screen right now
3. What is your objective here?
4. Do you have a clear understanding of the navigation you can do on this screen - please tell me what you understand from the screen itself.
5. Can you tell how many questions are there on the test itself
6. What section are you in right now.?
7. Can you tell the timing available to you - does it make sense?
8. What do you think of Messages, Tooltips, and Information available on the screen at various parts - Is it easy to understand?
9. Were you able to complete your Goal?
10. When was the last time you used a platform like this - What was your experience with it?
11. What did you like most about the Platform
12. What did you like the least?
13. What, if anything, surprised you about the experience?
14. What, if anything, caused you frustration?
15. What is your overall impression of the Screen

Test-End

1. What are your thoughts about Finishing Test part
2. Was the information provided to you easily understandable.
3. Did you able to understand the test breakdown provided to you in the end?
4. How did your test end - what are your thoughts on that?
5. The messaging provided to you when ending the test - was it understandable?
6. Is there anything that you would like to do differently?

Overall

1. Did you able to achieve the goal you had when starting with this platform?
2. How was your entire experience on the platform
3. Is there anything you, liked/hated/don't really understand, about the platform.
4. The Instructions/pieces of information provided to you were easy to understand?
5. Any feature you felt missing, that you were used to seeing in other platforms?
6. The color depicting various things on the platform - were you able to understand that, or did it requires some extra efforts from your side?
7. How did you find the navigation given to you in the platform - did you have a clear idea of where to go, or it requires some extra effort from your side?
8. Please rate the platform from the scale of 0-10(0 being lowest, and 10 being highest)