

Webfaction User Research Script for new UI

Hi and thanks for taking the time to speak to me today.

I'm Iulia, a designer here at Webfaction and I wanted to get your thoughts on the new interface we're working on. **Please note that there are no wrong answers here, please speak your mind freely. The more honest and direct you are, the more helpful it will be to us.**

How does that sound, are you ready to get started?

1. Before anything else, can you please tell me a bit more about yourself and what you use Webfaction for?
2. On a scale of 1-5, how easy to use would you say the current interface is?
3. Are there any parts of the current interface that you find particularly difficult, confusing or frustrating? If so, which?
4. What devices do you use webfaction from (desktop, mobile, tablet)?

Thank you very much. Now I'd like to share a prototype of the new interface with you.

1. What is your first impression?
2. I'd like to ask you to try to do a few things.
 - a. Can you please try to create a new website?
 - b. Can you check the status of this website you created?
 - c. Can you please try to add a new mailbox?
 - d. Can you please try checking your usage?

Thank you for doing that, it was very helpful. We'll take all this into account as we prepare to release this new interface.

Is there any more feedback you'd like to share or any questions you have for me?