

## Usability Session Template

Questions	<b>Notes</b> (Your note-taker can follow along and take notes in this column. You can also jot down notes here, especially if you want to circle back to certain points and have the participant elaborate on them.)
<b>Introduction</b>  <i>Here's a sample intro:</i> <ul style="list-style-type: none"> <li>● Introduction           <ul style="list-style-type: none"> <li>○ Hi, [participant name]! Thank you so much for your time today. My name is [your name], [if you have a notetaker, please introduce them here] and my team at [department] is conducting interviews with members of our community on [insert topic here]. I'll start by asking you a few questions to get to know you better, and then I'll move into some questions about [general topic].</li> </ul> </li> <li>● Methods           <ul style="list-style-type: none"> <li>○ I will be asking you to perform [NUMBER OF TASKS] tasks using this prototype in scenarios that you could face while trying to interact with [SERVICE].</li> <li>○ We will be simulating these scenarios as if you are actually [DESCRIBE SERVICE INTERACTION HERE].</li> <li>○ If you find something confusing in this prototype, please explicitly state what you are having problems with. I will not assist you to</li> </ul> </li> </ul>	

<p>complete the tasks directly, but I could provide appropriate help if needed.</p> <ul style="list-style-type: none"> <li>● <b>Consent</b> <ul style="list-style-type: none"> <li>○ I would like to video and audio record this session, and I will aim the camera only at the phone screen where you will be using the app. Could you give me the permission to do so?</li> <li>○ All the notes and recorded information will be confidential and anonymous. We will only be using this data for the purpose of the research project in the course.</li> <li>○ This study is completely voluntary, and you could stop the session at any point.</li> <li>○ If you are okay with all of these, please read and sign this consent form so that we can proceed with the test. Thank you!</li> </ul> </li> </ul>	
<p><b>Background Questions</b></p> <p><i>Here are sample background questions:</i></p> <ul style="list-style-type: none"> <li>● Can you tell me a little bit about yourself?</li> <li>● Can you walk me through your day yesterday and what that was like for you?</li> <li>● <i>Ask specific questions related to how they have recently interacted with the service.</i></li> </ul>	
<p><b>Task One</b></p> <p><i>Here is a sample scenario that you could use if you were improving your city's 311</i></p>	

<p><i>mobile site:</i> <b>Task Summary</b></p> <p>Imagine that you noticed that a stop light was out at the corner of Forbes and Craig. When you park your car, you pull out your phone to report the issue to 311. Please use this prototype to walk me through how you would go about reporting the issue, and think out loud as you go through the process.</p> <p><b>Follow-Up Questions:</b></p> <ul style="list-style-type: none"> <li>• While you were doing X, you said Y. Could you please elaborate on that?</li> <li>• Was there anything particularly confusing as you went through that process?</li> <li>• What do you wish you could have done as you reported the issue?</li> </ul>	
<p><b>Task Two</b></p> <p><b>Task Summary</b></p> <p><b>Follow-Up Questions:</b></p> <ul style="list-style-type: none"> <li>• Question One</li> <li>• Question Two</li> <li>• Question Three</li> </ul>	
<p><b>Task Three</b></p> <ul style="list-style-type: none"> <li>• Question One</li> <li>• Question Two</li> <li>• Question Three</li> </ul>	
<p><b>A Note On Building Rapport</b></p> <p>To build rapport and show gratitude and listening, follow up questions with:</p> <ul style="list-style-type: none"> <li>• Ok, got it. Thank you.</li> <li>• Great, thank you so much for elaborating on that.</li> <li>• Thanks for sharing that. That is so helpful to understand.</li> </ul>	

**Conclusion**

*Here's a sample conclusion:*

- Do you have anything that you'd like to add that I haven't asked you about yet?
- How would you describe this service to a friend? To a neighbor? To the city?
- Ok, great. Thank you so much for your time! We really learned a lot from you today.
- [If your team is offering any sort of incentive for participating, share how soon and in what format they will receive it.]
- Have a great rest of your day!