Usability Test Script Template

Owner: [name], last updated #/#/####

*My name is \_\_\_ and I’ll be facilitating the research today. We’ll be spending the next hour listening to you evaluate an initial prototype. First and foremost, I want to make it clear that we are testing the prototype and not you. The application may not look and feel exactly like working software – please use your imagination! As you use the prototype, think out loud as much as possible, as this helps us gather the information we need in order to refine our solution. Don’t worry about hurting anyone’s feelings, we want to hear all of your feedback so that we build the right tool for [organization].*

*If you have questions during our session, I may refrain from answering them until the end – ultimately, we want to hear what you think and we do not want to influence your opinions in any way.*

*\_\_\_\_\_ is also on the call and will be taking notes during this session. In the interest of referring back to this call, do you consent to being recorded? We will keep the recording internal to our team only.*

*[Start recording]*

*If they are not sharing their video: Would you feel comfortable sharing your video?*

*Do you have any questions? Great, let’s begin!*

# Opening Questions

Opening questions are useful in gaining a better understanding of the context your target users are in and what their day-to-day looks like before diving into testing the prototype itself.

1. Could you tell me a little about you and your role?
2. Tell me about the last interaction you had with...?

If the user gives negative feedback

* Ok, are you able to pinpoint what specifically about this interface is most confusing?
* What's one thing that might have made this task less confusing for you?

If the user is unable to complete a task

Avoid leading the user and helping them when they get lost. Those who encounter a usability problem blame themselves rather than the system. This is conditioned by frequent exposure to less usable products

* Can you describe how you expected that to work?
  + Why did you have that expectation?