

TCOM 2010 Usability Test Worksheet

User's Name

Author's Name

1. Turn your instructions face down and hand them to the user. Do not allow the user to read the instructions.
2. Read the following out loud and record the user's answers.

Hold the instructions at arm's length and turn them over.

a) What is the first thing you see?

b) Based on what you see, who is the audience for these instructions?

c) Do you think the instructions will be easy to follow? Why or why not?

Start using the instructions. Do exactly as the instructions say, even if the instructions make no sense. Talk continuously as you proceed. I will write down what you say and do, but I cannot answer questions unless you run into problems and get stuck. Please begin.

3. Watch the user follow your instructions. Write down everything the user says and does until the user either completes the task or gives up.

4. After the user has finished, ask her/him these questions (and any relevant follow-up questions that occur to you) and record his/her answers.
 - a. Do you think you completed the task successfully?
 - b. Do you think you could do the task again, without written instructions?
 - c. Did you skip anything? If so, why?
 - d. Did anything confuse you? If so, what and why?
 - e. Did anything go wrong? If so, what and why?
 - f. Did the pictures help you? Why or why not?
 - g. Did the sentences help you? Why or why not?
 - h. Pick sentences or pictures you didn't like. Why didn't you like them?
 - i. Pick sentences or pictures you really liked. Why did you like them?
 - j. Is the purpose of the instructions any different from what you thought it would be?
 - k. After using the instructions, who do you think is the intended audience?
 - l. How could the instructions' layout be improved?
 - m. Are there any typos or grammatical errors?
5. Thank the user for his/her time.