Usability test script   
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| * Web browser should be open to Google or some other “neutral” page |

Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today.

We’re asking people to try using a Web site that we’re working on so we can see whether it works as intended. The session should take about an hour.

The first thing I want to make clear right away is that we’re testing the *site*, not you. You can’t do anything wrong here.

As you use the site, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done I’ll try to answer them then.

If you would, I’m going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project.

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| * Give them a recording permission form and a pen * While they sign it, START the SCREEN RECORDER |

Do you have any questions so far?

OK. Before we look at the site, I’d like to ask you just a few quick questions.

First, what’s your occupation? What do you do all day?

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?

And what’s the split between email and browsing—a rough percentage?

What kinds of sites are you looking at when you browse the Web?

OK, great. We’re done with the questions, and we can start looking at things.

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| * Click on the bookmark for the site’s Home page. |

First, I’m going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it’s for. Just look around and do a little narrative.

You can scroll if you want to, but don’t click on anything yet.

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| * Allow this to continue for three or four minutes, at most. |

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy.

I’m also going to ask you to do these tasks without using Search. We’ll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

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| * Hand the participant the first scenario, and read it aloud. * Allow the user to proceed until you don’t feel like it’s producing any value or the user becomes very frustrated. * Repeat for each task or until time runs out. |

Thanks, that was very helpful.

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| * Call the observation room to see if the observers have any questions. * Ask the observers’ question, then probe anything you want to follow up on. |

Do you have any questions for me, now that we’re done?

Scenarios:

1. What are the group size limits for day hikes/ backpacking?
2. There are two peaks that stand at 4400 feet in elevation, but which one would be steeper if climbed?
3. Where can you find the phone number for the ADK 46ers?
4. Lets say you wanted to hike Cascade mountain, but don’t know how to get there. From this site could you find directions on how to get there?
5. Which mountains are less than 4000 feet in elevation but are still considered high peaks and part of the original 46?
6. What is the Forest Ranger Emergency Line?
7. Can you camp wherever you want in the high peaks region? What are some restrictions?
8. Can you please fill out the form the register for the high peaks? You will receive an email for testing purposes only. For the section based on hiking use any two peaks you would like, and for the comments just write your name again.