# ADS Usability Testing Script

Derived from: Intro to Testing, usability.gov

## Welcome and Purpose

Thank you so much for coming in today. I wanted to give you a little information about what you will be looking at and give you time to ask any questions you might have before we get started.

Today we are asking you to serve as an evaluator of a Web site and to complete a set of tasks. Our goal is to see how easy or difficult you find the site to use.

## Test Facilitator’s Role

I am here to record your reactions and comments of the Web site you will view. In a conference room nearby, I have a colleague helping me take notes and observe your interaction with the site as well.

During this session, I would like you to think aloud as you work to complete the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happen.

## Test Participant’s Role

* Today I am going to be asking you to look for some information on the site and tell me how easy or difficult it was to find the information. These activities are all about how easy we have made it for people to use the site.
* There is no right or wrong answer. If you have any questions, comments or areas of confusion while you are working, please let me know.
* If you ever feel that you are lost or cannot complete a task with the information that you have been given, please let me know. I will ask you what you might do in a real-world setting and then either put you on the right track or move you on to the next scenario.
* As you use the site, please do so as you would at home or your office. I would ask that you to try work through the tasks based on what you see on screen, but if you reach a point where you are not sure where or how to find something, please feel free to use ‘Search’.
* We will be recording this session for reference if needed. We are capturing your face, your voice and what you see on the screen. Your name will not be associated or reported with data or findings from this evaluation.
* I may ask you other questions as we go and we will have wrap up questions at the end.

Do you have any questions before we begin?

## Scenario

Your own mother has called you complaining of X symptoms. After a brief discussion, you have learned she has recently began taking a new prescription given to her by her physician.

Your mother takes a number of other prescriptions for various symptoms associated with the elderly as well as a variety of OTC medications and supplements.

How would you determine if this new drug could have an unintended interaction with some of her other routine medications?

## Scenario 2

Your Allergies have been flaring up. You’ve been taking both Benadryl and Ibuprofin. However, the sinus pressure is still causing some mild pain.

After determining that the Ibuprofin didn’t work, you consider taking Aspirin instead.

How would you determine if taking these three drugs together in such a short time period would be advised?

## Scenario 3

Your doctor has prescribed you a medication. You have never been prescribed any OTC medication before.

After arriving home, you have decided you didn’t get as much information about this drug and its potential effects and want to know more.

Please find and explore all known information for a single drug.