

Conduct a usability study

Observe a mock usability study

Explore usability study best practices

Identify biases when interviewing participants

Use note-taking methods during usability studies

Video: Introduction to note-taking methods during usability studies

6 min

Video: Use a spreadsheet to take notes

7 min

Reading: Practice Activity: Take notes during a mock usability study for the Gmail labels feature

20 min

Practice Quiz: Activity Exemplar: Take notes during a mock usability study for the Gmail labels feature

1 question

Discussion Prompt: Reflect on the Gmail labels mock usability study

10 min

Video: Chikizie - My journey to UX

1 min

Week 2 review

Practice Activity: Take notes during a mock usability study for the Gmail labels feature



Activity introduction

This practice activity is an opportunity for you to apply the concepts that you learned throughout the course. We provide a completed example activity so you can compare and contrast your ideas, designs, and grow as a user experience designer.

This activity will help you apply your note-taking skills to a practice usability study. In this activity, you'll complete spreadsheet note-taking templates for five usability study participants that you'll observe through a series of videos.

In this practice scenario, we are conducting a usability study for the Gmail labels feature. Labels is a feature in Gmail inboxes that allows users to categorize their emails under different headings. Each video is a recording of one participant's experience while attempting to complete a set of assigned tasks having to do with the Gmail labels feature. Our study includes five participants' recordings. You will use these recordings and a note-taking spreadsheet template to document your observations about these five users' experiences with Gmail labels!



Step-by-step instructions

Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: [note-taking spreadsheet template](#)

OR

If you don't have a Google account, you can download the template directly from the attachment below.



Google UX Design Certificate - Usability study note-taking spreadsheet [template]
XLSX File

There is one tab for each of the five study participants at the bottom of your template. (We'll call them Participants A-E.) You can navigate between participants by clicking through the tabs.

For this usability study, you'll fill out each participant's spreadsheet with what you learn from each video recording. Start by adding the name of each participant to the blue box in Row 1, Column A. Then, fill out the spreadsheets based on what you observe about the participants in their video recordings.

Things to assess include:

- Tasks participants complete. Record this in **Column A**.
- The **click path**, or sequence of actions, a participant follows for each task. Record this in **Column B**.
- Observations** about participant behaviors, feelings, and pain points as they interact with the product. Record this in **Column C**.
- Direct quotes** from participants that highlight parts of their experience. Record this in **Column D**.
- How easy or difficult** you thought it was for the participant to complete each task. Record this in **Column E**.

Lastly, the template leaves open several extra rows where you can add any noteworthy additional observations made during the study.

Step 2: Watch participant videos and record your observations

Now you're ready to take some notes. As you watch these recordings of the usability study participants, use your note-taking template to note what you observe about each participant's interactions with the Gmail labels feature.

You'll need to view each of the following **five videos**.

[Participant A: Transcript](#)

Prompt 1

If I said, "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?

[Participant B: Transcript](#)

Prompt 1

If I said, "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?

[Participant C: Transcript](#)

Prompt 1

If I said, "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?

[Participant D: Transcript](#)

Prompt 1

If I said, "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?

[Participant E: Transcript](#)

Prompt 1

If I said, "Let's set up Gmail labels for your email inbox," what do you think you might use this feature for?

Now that you've watched the usability test videos and taken notes, you can move onto the next activity, where you'll have the chance to compare your work to an exemplar.

Mark as completed

