

User Testing

Source: [User Testing - HackMD](#)

Why?

- *Test assumptions about what is: 'useful, functional, learnable, and delightful'*
- There is /always/ something wrong!
- Ensure time spent in design and development is not time wasted
- Core usability problems are easy for new users to spot, but very hard for you to spot - you know too much!

How?

- Get people to use the app!
- Don't give too much information or hints!
- Get them to think aloud!
- Build a script and give them tasks

[Guerilla Testing with Usability Cafe - YouTube](#)

Preparation

1. Tasks - 1-3 app-exploration tasks they should do
2. User Profile
3. Test Equipment - A suitable test device (phone/computer) and observing device (phone/computer).
4. Time slot (10-12)
5. Recruit/Approach
6. Compensation - A free coffee maybe? Or just a warm thanks!
7. Venue- Check it is suitable

Script

1. **Introduction** - *My name is __ I'm a developer on the application, the application we're working on is a __.*
2. **Explanation** - Of how the test works
3. **Tasks** - *The first task I'd like you to do is , whenever your ready please begin.*
4. **Afterwards** - **How did you find using the application?*

5. **Wrap Up** - Any questions?

6. **Thanks**

Before Tests

1. Assign a facilitator (other team members should observe)
2. Prepare testing & observing equipment
3. Create an issue in a repo: **User Testing: (DD-MM-YYYY)**
4. Use a template for a comment in the issue about each test:
 - Users name.
 - 3 main pain points using application.
 - Users profile.
 - Additional observations section.
5. - Facilitator should approach people politely

During Testing

- Track time
- Try not to speak unless asked something by participant (let them speak).
- Observers should stay quiet, keep notes

During Testing

If the participant:

- asks you how to do something: *How do you think you should do it?*
- stops speaking for a while: *Please remember to speak your thoughts aloud*
- makes a comment & you're not sure what triggered it: *Why did you say that?*
- wanders away from the task: *_What are you trying to do now?*

After Each Test

- Debrief with team
- Create new comment in issue
- Discuss observations, fill in template as the comment

After all tests

- Explore common user feedback and agree on most prominent issues (2-3) to address

first

- then discuss how to address them

Up next

- Finish off anything you need to do in Figma and plan how you will user test (write script assign facilitators etc)
- Need 5 people!
- Present Design + User Testing results after lunch

#mentoring/build/user-testing