

Test Script Template

Introduction: Hello and welcome! My name is [Your Name], and I'll be guiding you through a usability test today. Thank you for taking the time to participate. Your feedback is incredibly valuable to us. Before we begin, I'd like to assure you that this is not a test of yours, but rather a test of the product we're evaluating. Your honest feedback will help us improve the user experience.

If it's alright with you, I'll be recording this session for internal purposes only. I want to ensure we capture all your insights accurately. Here's a permission form for recording. Please sign it if you're comfortable with recording.

Warm-up questions:

1. Would you mind introducing yourself briefly?
2. What is your occupation?
3. What type(s) of mobile device(s) do you use regularly?

Screen tour: Now, I'll give you a quick overview of what you're seeing on the screen. Please feel free to ask any questions as we go along. What do you think the purpose of this screen is?

The tasks: I'll guide you through a series of tasks to explore the navigation and functions of the screen. Please follow along and share your thoughts as you go through each task. Here are the tasks you'll need to complete:

1. Task 1: [Brief description of the task]
2. Task 2: [Brief description of the task]
3. Task 3: [Brief description of the task] [Add more tasks as necessary]

Wrap-up questions and feedback: After completing each task, I'll ask you a few questions to gather your feedback. Please be honest, and feel free to share any thoughts or suggestions you have.

Post-test interview: Once we've finished the tasks, I'll ask you a couple more questions. Then, if you have any questions for me, I'll be happy to answer them. Finally, I'll thank you for your participation.

Thank you once again for volunteering your time for this usability test. Let's get started!