Activity to Observe
Determine features of the prototype you want to test and create specific scenarios and tasks pertaining to those feaures for your subject to attempt to complete. Read the task aloud to your subject and make sure they understand. Also write the tasks down and give your subject a written copy of them.

Basic Information
Documenting basic information will be critical when you reference these sheets later.

Find Problems
Watch your subject attempt to complete the tasks with your pro-totype. Look for moments of confusion, frustration, or any other negative emotion. Take note of what part of the interface caused the emotion, and why exactly it happened. Ask questions if you don't understand what the subject is doing, but keep them focused on the task.

Brainstorm Solutions
Is it something that could be quickly fixed, or is there a larger problem? What would you do to fix the problems, and which would you fix first?

Usability Testing   Project

Name: Stakeholder Type:

Task Description
What are you having your user do and why is it relevant to the project?

Moments of Interest
When did the user expressed difficulty, frustration, or delight? What insights did you gain?

Recommended Changes
Based on this usability test, what would you change about your product?

Version Control Iteration #:   Date: Author:

Why
Usability Testing is a way to gain concrete data about your prototype. No matter how good your prototype is, putting it into the hands of users and watching them use it will reveal potential improve-ments. It is a cheap and effective way of improv-ing your design, and can help settle disputes on a design team.

Tips
Remain neutral. Don't let the user think your feelings will be hurt if they respond negatively. Don't ask leading questions.

Assure the subject you are testing the prototype, not them.

Don't answer questions about the inter-face until after the test is complete.

Don't wait till the project is nearly com-plete. Test throughout the process.

Test people who represent your real users.

 The user is not a designer. Use them to discover faults in the interface, but be wary of solutions they recommend.

Test critical tasks first.

What came before?
Prototype Analysis
Wireframe Page
iPhone Wireframe Page

Directed Research Plan

What's next?
Observation
Interview
Contextual Inquiry
Domain Research

Research Affinity Group
Representation Models

Ideation

Prototype Analysis

Usability Testing

Name: **Stakeholder Type:**

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