

Usability Test Script Template

Hi, [PARTICIPANT NAME]. My name is [YOUR NAME], and I'm going to walk you through this session today. Let me go over what we'll be doing today. We're asking people to try using [Name of Website] so we can see whether it works as intended. The session should take about [Estimated Session Length].

The first thing I want to make clear is that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you, as much as possible, to try to think out loud: say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

[IF RECORDING] You may have noticed there is a microphone set up. With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this website.

If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have permission to record you, and that the recording will only be seen by the people working on this site.

GIVE THEM FORM AND A PEN

START THE SCREEN RECORDER WHILE THEY SIGN. MORAE WILL MINIMIZE AND YOU SHOULD SEE THE VIEWER WINDOW FOR THE [Name of Website]. [END IF RECORDING]

Do you have any questions so far?

OK. Before we look at the site, I'd like to ask you just a few quick questions. (THESE ARE WARM-UP QUESTIONS ONLY. WARM-UP QUESTIONS ARE IMPORTANT TO GET THE PARTICIPANT COMFORTABLE TALKING.)

[List rapport-building questions related to your research area. For example, if you were testing out a workout logging app, you might ask things like "When did you first start exercising? What time of day do you usually workout? Do you prefer to workout alone or with others? etc.]

OK, great. We're done with the questions, and we can start looking at things. I'd like you to look at [Description of Website]. I'm going to ask you to talk about the site and perform a few basic tasks using it.

BRING UP BROWSER WINDOW 1

Okay, have a look at this page and tell me what you make of it:

[List questions about the participant's initial impressions of the site, such as: What strikes you about it? Who do you think it is intended for? What can you do here?] Just look through the site and say a few things about what you observe. You can scroll, but don't click anything yet.

ALLOW THEM TO LOOK AROUND AND TALK FOR 2-3 MINUTES

Thank you. Now I'm going to ask you to do some specific tasks using the site. When you feel like you have completed the task, please let me know. If you feel like you can't complete the task, let me know and we can move on to the next one.

Again, please remember to try and think out loud as you're performing the tasks. It will really help us out.

Okay, let's start with the tasks.

1. Imagine that you want to schedule a running workout for next Tuesday at 6am. Can you show me how you would do that?
2. Task 2
3. Task 3...

Thanks so much. Is there anything else that you'd like to tell me about using this site today?

STOP THE SCREEN RECORDER

THANK THE PARTICIPANT AND ESCORT THEM OUT