**Usability Test Script**

***Introductions***

*"Hello [PARTICIPANT’S NAME], I’m [NAME] and this is my colleague [NAME], who is going to be taking notes for me today.”*

Feel free to add some small talk (ie, “*How about that weather?*” etc.) here to build rapport and to get your participant comfortable.

*"Thank you for participating today. Watching real users like yourself go through their work activities in an system is the best way to gain insight into what’s working well and what isn't with this software/service."*

*“First, I’d would like to speak with you for a few minutes about your job. Then I will ask you to complete a task using a website, and I will watch. At the end I may ask some follow up questions. The whole session should take about [XX] minutes. Is this okay?"*

***Consent***

*"Before we get started, do you mind if we record our conversation and the screen that you will share with us, so that we can reference it in the future and show it to the team building this software? It will help them understand what’s working well and what they need to improve."*

*"Okay, great, I'm going to start recording now."*

[Note: If member of the public, you'll need to have them read and sign a consent form to record the session.]

***Background information before testing***

[Note: adjust these example questions as necessary for you own goals and type of users. Here are examples to use:]

* + - *"Which program area are you part of, and how long have you worked there?"*
    - *"Tell me what a typical day is like for you."*
    - *"What tasks do you do on a daily basis?"*
    - *"What kinds of information do you work with?"*

***Usability test scenarios***

*"Now, I’ll ask you to carry out a task on the [website/service/product].*

*As you are doing the task, please think out loud while you are working. This means: just tell me whatever is going through your mind. For example if something is confusing, please tell me. Also what you think will happen on the next page, and what you expect. This is an early prototype so not all the features will work, but if you click somewhere and nothing happens, then tell me what you would expect to see.*

*We are not testing you, but testing the prototype. There are no right or wrong answers, by doing this task you are helping us to find out what works, and what doesn't work about this [website/service/product]. Please do whatever you would normally.*

*After you’ve started I might not be able to answer every question until the end of the session. This doesn't mean I'm avoiding your question, it just means I don't want my answer to bias you towards a particular feeling or expectation towards the [website/service/product].”*

*Do you have any questions before we start?"*

[Read the scenarios to the user. Only give them one task at a time.]

[Ask the participant to think aloud as they complete the test scenarios. This will help you understand their cognitive process (their thoughts) as they outwardly perform the actions. ]

[Avoid giving help navigating the scenario task as it would invalidate the test.]

***After test assessment***

[Note: Customize these questions based on your team's goals and your user's experience during the usability test.]

* + - *"What is your overall impression of this [site/service/product]?"*
    - *"Is there anything that you feel is missing?"*
    - *"Can you tell me what information you don’t understand?"*
    - *"Can you tell me what information here is not important?"*

*"Okay, thank you for taking part in our research. I have no more questions to ask. Do you have anything else to tell us questions for us?"*