Blueprint

Observer briefing

Thank you for participating as an observer in our usability tests. Your participation is central to the proper evaluation of preliminary designs.

Today you will be testing two prototypes of a wayfinding application with five (5) users in the Brown building. They should have minimal knowledge of the building layout, but other than that, users should be selected as randomly as possible.

We have established a few guidelines to follow while conducting the usability tests. Although they are suggestions, we strongly encourage you to follow them as closely as possible to pull the maximum amount of valuable information from each user. Thanks in advance for cooperating.

1. Abandon personal biases and opinions concerning which systems are superior over others
   - avoid words implying ease of use such as "only", "just", and "simply"
   - do not tell the user *how* to execute the given tasks, but rather the action that they should perform
   - if a user seems to be doing something particularly atypical, do not correct them - see if they repeat the given action, then inquire

2. Try to be as unobtrusive as possible
   - avoid leading questions and use simple language
   - note-taking should never distract the user, if you feel you need to write something down, try to wait for a natural break
   - do not affirm or give feedback regarding task execution

3. Reassure the user that the *system* is being tested, *not them*
   - try talking to the user casually for a couple minutes just to make them comfortable with you
   - specifically point out that the prototypes are NOT final designs, and that this test will help reveal system deficiencies

Your contributions are valuable. Cheers, and have fun!