# User testing script template

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| We follow a testing script when testing a prototype with users. The scripts include tasks that help answer our research objectives. The script serves as a memory aid and we share the script with notetakers and observers. This example script includes a templated introduction and closing. Example questions show suggested formatting for moderator questions and prompts for observers. Check and update any [upright text in square brackets].  Customise the user testing script and questions to fit your research objectives.  [Browse our collection of user research templates and guides](https://github.com/essexcountycouncil/ur.templates-and-guides/)  [Give your feedback](https://forms.office.com/Pages/ResponsePage.aspx?id=TzK0qFwVFUKg8X7YzJqZL6WVp1s6mnpBki5NxERIs-JUM0g3VktVVDBXSjMyUEhRVkJXU1g1Q0VNUCQlQCN0PWcu) and help us improve this template. |

# [Project name. Add a user group in brackets if you are creating different scripts for different user groups]

*This session will take about [length of session].*

My name is \_\_\_\_\_\_\_ and I’ll be taking you through this session today*.* My colleague \_\_\_\_\_ will be observing the session and taking notes.

You may have noticed I’m reading from a script. That’s so I don’t forget anything.

Before we begin, I’d like to check if you have any questions about the information sheet I sent.

We received your consent form. Thank you. *[Confirm the participant’s consent. For example, I note you are happy for the session to be audio recorded, but we will not record video.]*

[Explain more about the purpose of your project, how long the session will take and what it will involve. For example, we want to understand how employees use the test website to book the leave. The session will last about 45 minutes. We'll start with a brief interview. After, I will ask you several tasks to complete using the test site.]

Before we start, I'd like to remind you that:

* you will be looking at [an early-stage design] so some things may not function as they would on a live website. If you see anything you think is not working as expected, let me know and I’ll explain whether it’s intended
* during the session, I will give you a series of tasks. I will ask you questions but won’t guide you, so while you are performing the tasks, try to imagine I’m not here
* after you’ve tried each task, I may ask you some questions to find out more about your experience
* as you use the site please vocalise your thoughts – what you see, think, like, dislike and what you would do next
* nothing you do or say is wrong – we are testing the design, not you
* don’t be afraid to say whatever comes to mind – positive or negative. Your honest feedback will help us improve the design
* everything you say and do during the session will remain private
* we do not link your name to the research and reports we share
* you are free to take a break at any time – let me know if you need to stop
* lastly, you are free to change your mind about taking part at any time during or after the session. You do not need to give a reason

[Observers turn your camera and mic off.]

[Start recording.]

# Icebreaker questions

*[5 minutes. Keep it brief]*

Before we begin look at the test designs I’d like to find out a bit more about you, [your role and how you currently use the intranet.]

* [Ask the participants some questions. Start with easy, unintrusive questions to put the participant at ease. These also help observers understand a bit more about the participant. These are example questions from a study we did on the intranet.
* Tell me about your role at the council.
  + What function do you work in within the council?
  + How long have you done this work?
* Do you currently use the intranet?
  + How often do you use it?
  + What do you use it for?
    - Have you ever looked for a policy on the intranet?
    - *[If so]* Tell me about the last time
      * When was this?
      * What information were you looking for?
      * Did you read the policy?]

Ok, we’re now ready to try out the test design. As a reminder, please think aloud and try to give each task the attention you would if you were doing it in real life.

[Share the prototype with participants

[www.example.com](http://www.example.com/).

Remind the participant to close anything personal such as online banking.

Ask the participant to share their screen]

# Task 1 – Understanding the site

*[8 minutes]*

**[Give the participant a task. If you have done research on the topic before, review your user needs to create a scenario that can be given as a task. For example, imagine you have just started working at the council. Your manager has given you a task to familiarise yourself with the intranet. Feel free to scroll, but do not click away from the page.]**

*[Note: How far down the page do they scroll?]*

* [Sample questions
* What is your first impression?
* Based on your first visit, as a new starter, how do you feel about working at the council?
* Did you notice the ‘Tools and resources’ menu?
  + What does the menu offer?
  + How useful are these links?
  + What do you think about the placement of the menu?

# Final impressions

*[3 minutes. Keep brief.]*

**Before we finish, I have some final questions for you.**

* [What was your impression of this site as a whole?
* What was your impression of [specific task or process]?
* Do you have any other comments before we finish?]

[Check if observers have any questions to ask the participant.]

Thank you for your time and feedback. We have come to the end of the session. We will combine your feedback with that of others. We then make changes to our design based on what we’ve heard and seen.

**END**

[Stop recording]

[Check which incentive the participant wants.]