Executing a Usability Test

**Test:** Sprint 53D -- Homepage  
**Date:** December 2016

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## 1. Before your begin

## 2. Introduction

Hi, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_, and I'm going to be walking you through this session.

You probably already know, but let me explain why we've asked you to come here today: We're testing a web site that we're working on to see what it's like for actual people to use it.

I want to make it clear right away 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.

We want to hear exactly what you think, so please don't worry that you're going to hurt our feelings. We want to improve it, so we need to know honestly what you think.

As we go along, I'm going to ask you to think out loud, to tell me what's going through your mind. This will help us.

If you have questions, just ask. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them, but I will try to answer any questions you still have when we're done.

We have a lot to do, and I'm going to try to keep us moving, but we'll try to make sure that it's fun, too.

{{ IF ITS A REMOTE TEST:}}

With your permission, we are recording this screenshare and what you have to say. The video will be used only to help us figure out how to improve the site, and it won't be seen by anyone except the people working on the project. It also helps me, because I don't have to take as many notes.

{{ IF IT’S AN IN-PERSON TEST:}}

With your permission, we're going to record the computer screen and what you have to say. The video will be used only to help us figure out how to improve the site, and it won't be seen by anyone except the people working on the project. It also helps me, because I don't have to take as many notes.

Do you have any questions before we begin?