Usability Script

*This script is based on a script that could be used to test the usability of a website. It is part of ‘Rocket Surgery Made Easy’ © 2010 Steve Krug and has been made available on his website via* [*http://sensible.com/downloads/test-script-web.pdf*](http://sensible.com/downloads/test-script-web.pdf)

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| **Important Note**  Please choose your volunteer carefully! Suitable volunteers include…   * Parents * Other family members * Friends who don’t take Digital Technology (ie: Friends who are not doing this course) * Teachers   You cannot usability test without a volunteer! Designers / programmers are the worst person to test an outcome they have developed as they know the interface / program really well and usually don’t identify the usability issues that are obvious to someone who is not familiar with the program. For this reason, you also can’t use one of your classmates as a volunteer. |

Here is a script you can use when doing usability testing...

Hi,

Thank you for agreeing to test my program. When testing it is important that you understand that we are testing the program and not you - so please don’t worry about making mistakes. As you use the program it would be great if you could think out loud so that I know what is going through your mind. We are doing this to improve the program and I really want to hear your honest reactions - so don’t worry about hurting my feelings.

If you have questions as you test the game, please go ahead and ask them. I might not answer straight away as I need to know what future users might do if they don’t have someone sitting next to them to help them. If you still have questions when we are done, I will be happy to answer them.

Also, is it OK if I record this session? I won’t share the recording with anyone but it will help me to make a list of what needs to be improved.

OK - please go ahead and try the program letting me know what you think as you go.