**Modified version of: Usability test script**

Reprinted from *Rocket Surgery Made Easy*

© 2010 Steve Krug

Hi. My name is Josh and I am going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We’re asking people to try using the budget car rental website to find out if it works as intended. The session should take about 30 minutes.

The first thing I want to make clear right away is that we’re testing the *site*, not you. You can’t do anything wrong here.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, because we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know.

Do you have any questions so far?

OK. Before we look at the site, I’d like to ask you just a few quick questions.

[Note: Complete the participant questionnaire at this time.]

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy.

* **Hand the participant the first task, and read it aloud.**
* **Allow the user to proceed until the time limit elapses or you don’t feel like it’s producing any value or the user becomes very frustrated.**
* **At the end of the task, ask the participant to provide a rating of that task using the Single Ease Question.**
* **Repeat for the other tasks.**

Thanks, that was very helpful.

Now I want you to provide ratings of how much you agree or disagree with the statements in this list.

* **Have participant complete the SUS.**

Now, I have some final questions for you.

* **Ask them the two questions required for the project (what did you like about site, what didn’t you like about the site), and any other questions you might want to add.**

Do you have any questions for me, now that we’re done?

Thank you for participating in this study!