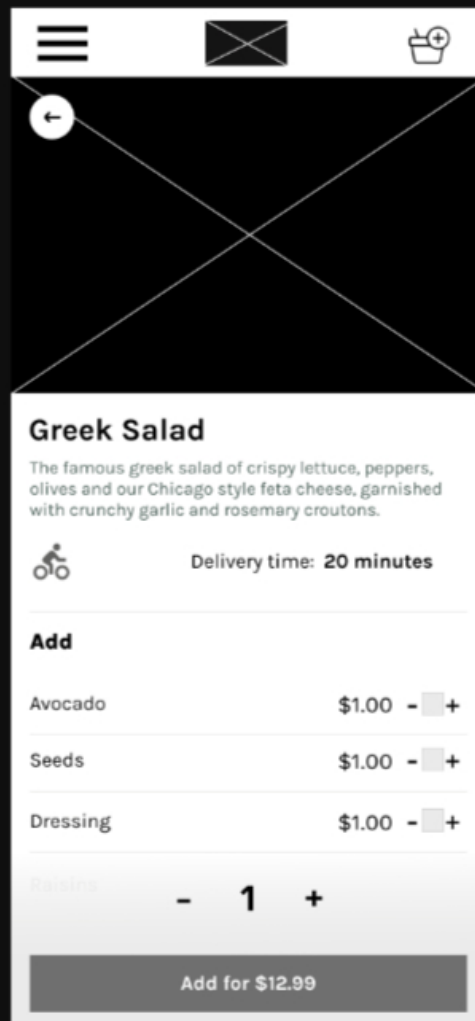


Exercise: Write a usability test

Overview

In this exercise, you will write a usability test script for the wireframe you created in a previous activity:



A usability test is the total time participants spend performing tasks with the product and filling out questionnaires about it. As a result, before conducting usability testing, you should adjust your questions to align with your testing objectives. To get the most out of them, you'll need to prepare a proper script and know how to ask good questions.

The Test Script Guide

Instructions

Use the following Test Script Guide to complete the accompanying Test Script Template.

Introduction

Here, please introduce yourself and explain what you require them to do to participants.

Reassure them that they are not being tested and that you value their time and feedback. If you are recording the interview, give them a recording permission form to sign and let them know you will only use the recording internally and not share it with a third party.

Warm-up questions

Establish rapport with participants by asking them some general information questions like "Would you introduce yourself?" and "What is your occupation?" "What type(s) of mobile device(s) do you use?" etc.

Screen tour

Give the participants an overview of what they are looking at and ask general questions. For example, you could ask: What do you think the screen is for?

The tasks

Let participants know how you will guide them through the tasks. Give an overview of the tasks they are required to do. Remember, the test is on the navigation and functions offered by the screen. Write down the answers.

Wrap-up questions and feedback

After each task, ask a few questions and conduct a rating exercise to elicit more feedback and information about the users' reasoning.

Post-Test Interview

You don't have to ask many questions, but it's essential to have a few prepared. For example, an additional question could be: Was there anything you felt was missing or thought could have been better?

Answer any questions the participants may have.

Thank the participants.

Test Script Template

Topic	Testing Script
Introduction	
Warm-up questions	
Screen tour	
The tasks	
Wrap-up questions and feedback	
Post-test interview	