

Usability Testing Script: Video User Guide

Intro:

“Hello, how are you doing today?”

Provide the participant with the consent form and walk them through reading and signing it.

“Do you have any questions before we begin the test?”

Pre-study Questions:

“How familiar are you with computers?”

“How familiar are you with Steam?”

During Study:

I will be hands-off while they watch the video and perform the associated task. If they have any questions while performing the task, I will answer them accordingly.

Post-study Questions:

“How easy was the video to follow?”

“How well do you think the process was designed, in terms of the website itself?”

“Do you have any ideas on how to improve either the video or the process itself?”

“Do you have any other comments regarding this test?”