

## **Usability Testing Script: Print 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 read through the user guide 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 guide to follow?”

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

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

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