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Usability Test Script

**1. Welcome and Overview**

Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is Curtis and I’m going to be walking you through this usability test. We’re asking people to try using a website that we’re working on so we can see whether it works as intended. The session should take 30-35 minutes.

We’re testing the site, not you. You can’t do anything wrong here. As you use the site, I’m going to ask you as much as possible to try to think out loud. Say what you’re looking at, what you’re trying to do, and what you’re thinking. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. If you need to take a break at any point, just let me know. With your permission, we’re going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project.

If you would, I’m going to ask you to sign a simple permission form for us. It just says that we have your permission to record you, and that the recording will only be seen by the people working on the project. Do you have any questions so far?

**2. Introductory Questions**

* What is your occupation?
* Roughly how many hours a week would you say you spend using the internet?
* What kinds of sites (work and personal) are you usually visiting?
* Do you have any favorite websites?

**3. Homepage Tour**

I’m going to ask you to look at this page and tell me what you make of it. What strikes you about it? Whose site do you think it is and what do you think the site is for? You can scroll if you want to, but don’t click on anything yet.

**4. Ten Site Tasks**

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. I’m also going to ask you to do these tasks without using the search function. We’ll learn a lot more about how well the site works that way. And again, please try to think out loud as you go along.

**5. Wrap Up**

Thank you for your participation. That was very helpful. Do you have any questions for me, now that we’re done?

Works Cited

Krug, Steve, and Mark Matcho. *Rocket Surgery Made Easy: The Do-It-Yourself Guide to Finding and Fixing Usability Problems*. New Riders, 2010.