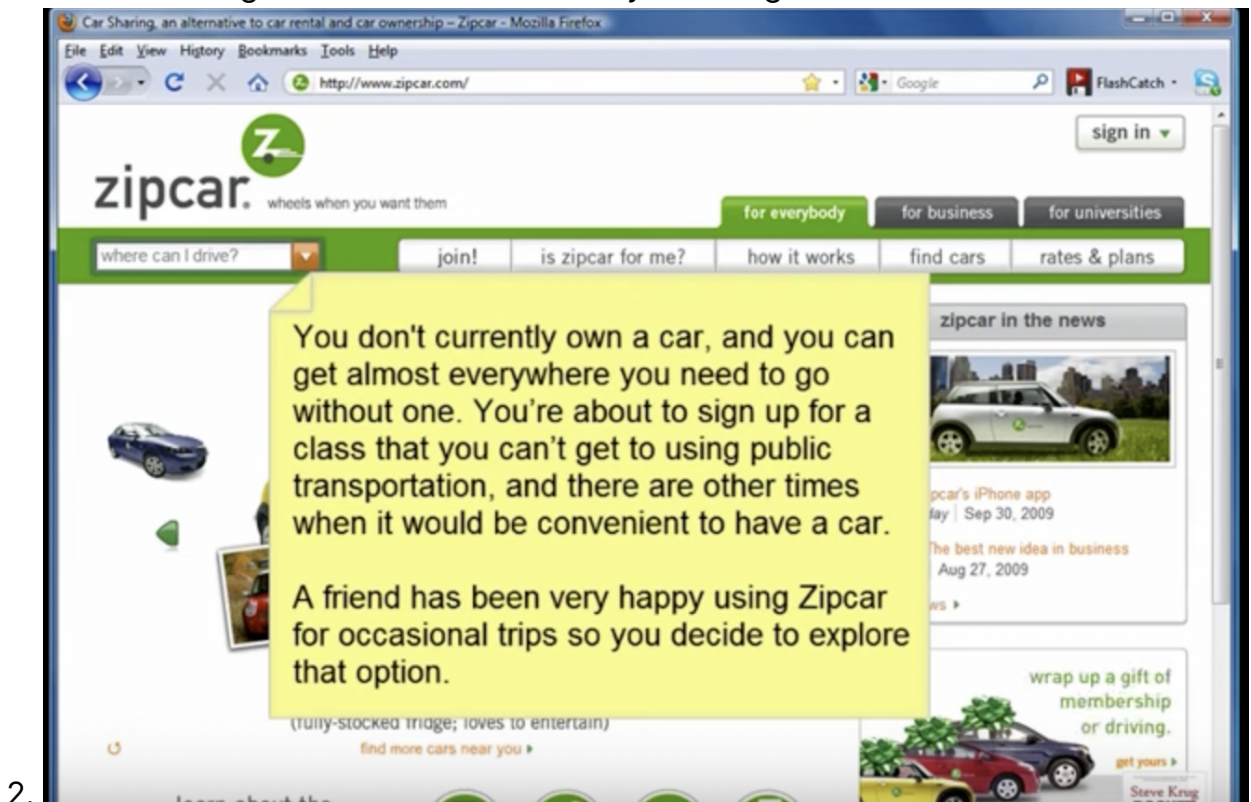
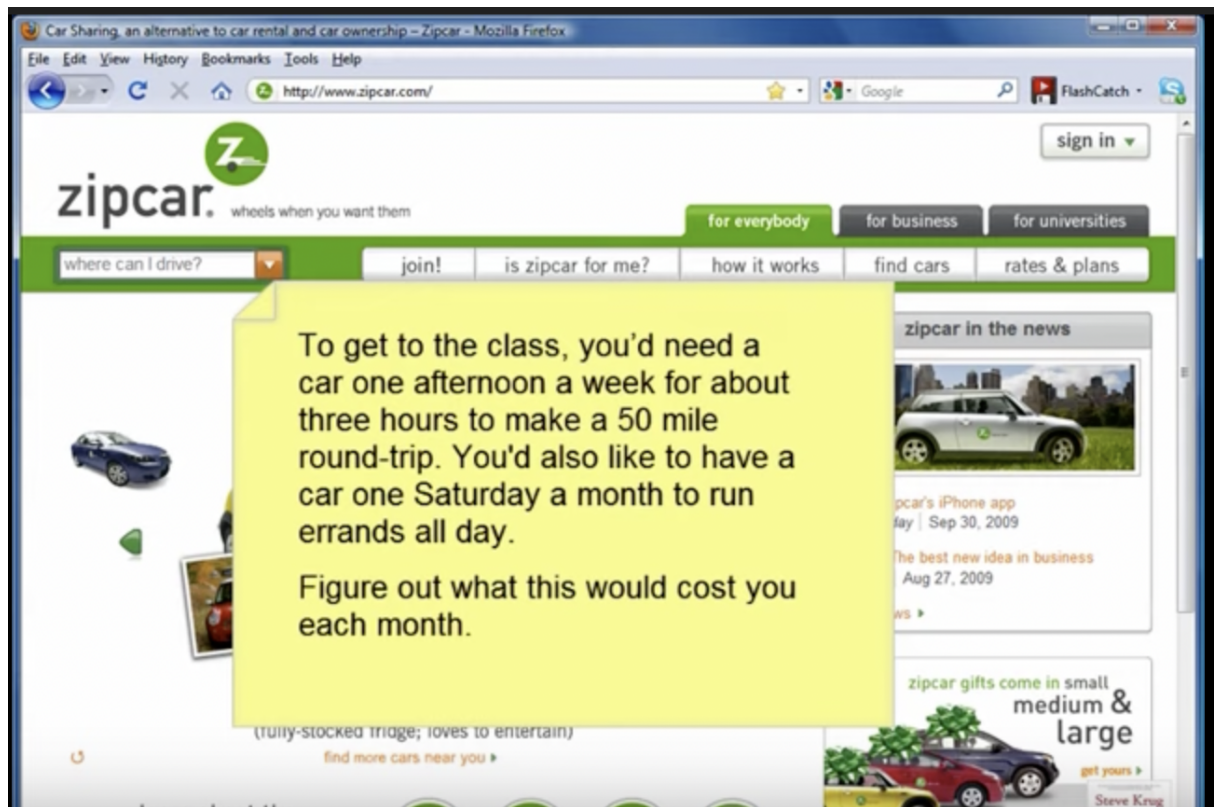


# How to do Usability Testing

## Source

1. Tell the user what this session is about
2. Tell them that we are "Testing the site/app not you, you cant make mistakes here"
3. Tell the user to think out loud
4. Take permission to Record
5. Get the user talking, ask them about their profession, a couple of 5WH
  1. Feel free to Ask irrelevant questions from your Test, something plain and simple. Get them comfortable in talking.
6. Once the user is comfy, show them the site/app. Ask for first impressions. Ask them what they think it is, who is it for, what can a person do here.
7. Give the user a task to do. Remind them to think outloud.
  1. Give them slight context as to how they should go about this





3.

8. Ask the user to go ahead and start using the site/app to perform the task
9. Nudge users to think out loud if they aren't doing so
10. If user is asking you what to do, respond back with a question "what are you thinking, what is confusing, what do you think needs to be done here"
11. If you wanted the user to do something specific and if they aren't doing it, nudge them with "what else can you do on this screen?" or "what do you think this {feature} is for?"
12. Speak only when necessary, don't nudge unnecessarily. Don't give away your frustration even through your face expressions. Keep a friendly face.
13. Reassure that you are testing the interface and not the user. Tell the user they are doing fine.