**sota staircase Running Late Usability Testing Script**

Adapted from <https://digital.gov/resources/digitalgov-user-experience-resources/digitalgov-user-experience-program-usability-starter-kit/> 🡪 <https://s3.amazonaws.com/digitalgov/_legacy-img/2014/01/usability-testing-script.doc>

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Hi, \_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

We’re asking people to try using an application that we’re working on so we can see whether it works as intended. The session should take about fifteen minutes.

The first thing I want to make clear right away is that we’re testing the application, not you. You can’t do anything wrong here. In fact, this is probably the one place today where you don’t have to worry about making mistakes.

As you use the application, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us in terms of understanding your experience.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the application, so we need to hear your honest reactions. Any comments about the application are welcome.

If you have any questions as we go along, just ask them. I’ll answer them immediately if I can, or after the test. And if you need to take a break at any point, just let me know.

Do you have any questions so far?

OK. Before we look at the application, I’d like to ask you just a few quick questions.

First, what’s your occupation? What do you do all day?

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, at work, school, and/or at home?

What kinds of applications do you use daily? (in brief)

What are three tasks you think you should be able to complete in the application?

**Intro questions - Open product to be tested:**

OK, great. We’re done with the questions, and we can start looking at things.

First, I’m going to ask you to look at this page and tell me what would you click on first? (30 seconds max.)

OK. Now let’s look a little more around the page. You can scroll if you want to, but don’t click on anything yet. Briefly, what do you think the purpose of the application is? (30 seconds max.)

Who do you think owns the application? (30 seconds max.)

Who is the target audience? (30 seconds max.)

What do you think you can do here? (30 seconds max.)

Instructions: Thanks. Now I’m going to ask you to try doing some specific tasks. And again, as much as possible, it will help us if you can try to think out loud as you go along

(Ask questions as needed. When all tasks are finished, continue below).

**Debriefing**

1. What do you think about the application? Is this something you would use?

2. What’s your favourite thing about the application?

3. What’s your LEAST favourite thing about the application?

4. Do you have any recommendations for changes to the way the application looks or works?

**END TEST PORTION**

Thanks, that was very helpful.

Do you have any questions for me, now that we’re done?

Thank you so much for your help today. Your comments will help us create a better application.