**User Scenarios and Specific Tasks**(this is a summary of how to think about and create tasks for inclusion in your   
testing script)

First, as a few general / introductory questions (make these your own):

* Have you visited this site before?
* What do you think the purpose of this site is?
* Who do you think the intended audience is?
* *Anything you’d like to add?*

Write 2-4 specific tasks/scenarios for each usability issue (it’s going to be around 8-10 questions total):

* Example Task: Please find/do X. Describe to me what you are thinking and doing.
* Example Scenario: *You have 20 people in your party. Is there a way to accommodate everyone at this restaurant?* How would you find out on this site?

When possible, ask questions where the user to Prioritize / Rank / List:

* + What are three things you noticed on the home page?
  + What are important facts that you remember about the content?
  + How difficult would you say it was to find the contact information?
    - Extremely difficult
    - Somewhat difficult
    - Neither difficult, nor easy
    - Somewhat easy
    - Extremely easy

It’s not enough just to write the tasks.. when you test, you may need to encourage your person to keep talking through what they are doing:

**Prompt**during the test, as in… *What would you do next? How would you find this out? Did you find what you were looking for?*

**Debrief** after each question or after the test…

* Can you return to the home page from here (after completing a task)?
* Do you recognize any other functions on this page that might have helped you to do this?
* Was there something missing that you were expecting to see?

Add a few exit questions (make these your own):

* Is something about the site too obtrusive?
* Is something about the site too well hidden?
* If you could change one thing about this site, what would it be?
* Would you return to this site in the future?