

# USER TESTING SCRIPT TEMPLATE

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## THE TASK

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**Task your user to do something in the application**

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**THEN WATCH THEM AND MAKE THEM TALK OUT LOUD.**

**THE QUESTIONS ARE A SERIES OF “SAFETY NET PROMPT” QUESTIONS THAT YOU CAN USE TO LEARN MORE ABOUT YOUR DESIGN, BUT YOU’RE HOPING THAT THE USER WILL JUST TALK OUT AND YOU WILL NOT NEED ALL THE QUESTIONS THAT YOU HAVE CAME UP WITH..**

**EXAMPLE:**

**THE BOBA TEA TASK**

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**1. Sign up for the application**

**2. Order:**

- **1 regular boba tea**
- **With semi sweet (sweetness level)**
- **With Large Tapioca**

**3. Put your address into the application**

**4. Pay for the boba tea**

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## THE QUESTIONS

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### SCREEN OR SCENARIO HERE

**Q** - These questions relate to the screen/scenario your tasking

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( EXAMPLE )

### SIGN UP

**Q** - Talk out loud and tell me what everything on this screen means to you?

**Q** - Let's say you were to login, how would you do that?

### BOBA TEA SELECTIONS

**Q** - Talk out loud and tell me what everything on this screen means to you?

**Q** - Are we missing any Boba tea flavors that you order a lot?

**Q** - What do you think the little icons on the bottom do?

**Q** - What do you think the "Add" button will do?

**Q** - Is this any information that is missing?

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## THE OUTRO

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### THE WISH LIST QUESTION:

**Q** - Based on everything that you've seen. Let's say we gave you  
you a magic wand, you can get anything in the application...  
What is your wish?

## OUTRO

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- 1. Thank you for your time.**
- 2. All the notes and recording are confidential  
and will only be seen by myself and the team**
- 3. If payment is involved then make the transaction**
- 4. Tell them you may contact them again for solution testing**
- 5. Thank you and Goodbye.**

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## THE GOAL OF USER TESTING

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- Validate your design solution.
  - Ensure that your content make sense to the user.
  - Validate that your workflow is usable.
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Go gather insights, confusions,  
joys, pains, and requests when out  
there testing.

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## THE INTRODUCTION

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1. Introduce yourself and notetaker.  
Say " I'm a designer and researcher working in the food/beverage space"
2. Ask if it's ok to record the session, just for note taking purposes?
3. State how long the interview will take. 1 hour
4. State the goal of the interview:  
Say " I'm working in (state your domain here) and I have a very **EARLY STAGE** prototype that I would like to share with you to get your feedback on it. When showing you this prototype please know that **THIS IS NOT A TEST**. Please be honest and let me know if there is anything confusing, weird, or missing in the prototype. Overall, I just want to learn what is confusing and also **what are things you like**.  
During the session please **TALK OUT LOUD...**
5. Let him/her know nothing they say will offend you  
Say "Again there is nothing you will say that will offend me, be honest"
6. Feel free to ask questions anytime.
7. They'll 5 minutes at the end for any questions too.
8. Any questions before we begin
9. Turn on the recording device (your phone, zoom link)