Usability Test Script and Guidelines

Introduction

Hi _____. Let me start off by thanking you again for taking the time to participate in this study. Before we begin, I'm going to give you a brief overview of the test and what to expect.

Today, you'll be testing out my portfolio website. This test will be pretty straightforward and take about 10-15 minutes. First, I'll ask you some question about yourself. Then I'll give you some tasks to complete and ask questions as we go along. Before each task, I'll give you a little bit of context behind it, such as why you might be doing it and what you hope to achieve.

The goal of this test is to understand what works well about my portfolio site, as well as what doesn't work well. I want to clarify that we are testing the site, *not you*. You can't do or say anything wrong. Please feel free to let me know at any time if there's something you like, dislike, if you're confused, etc. I promise you won't hurt my feelings.

That said, I'd like you to "think aloud" as much as possible during the test. By that, I mean that I'd like you to speak your thoughts as often as you can. For example, you may be looking at a page, suddenly see something you didn't see before and want to click on it. In that case, saying something like "this caught my eye so I'm going to see what it is" would be very useful.

Finally, before we get started, would it be okay if we were to record your voice during this testing session? The recording will only be used by myself to help me understand where I need to improve the site and won't be shared outside my needs for this study. Is that okay?

Do you have any questions so far?
Are you ready to continue?
Okay! We'll start recording and begin the session.

[Start Voice Recording]

Demographic/ Background Questions

Participant	Name	Age	During a typical day, how many hours a day do you spend on a computer? ○ What kind of computer do you have?	During a typical day, how many hours a day do you spend on your phone? ○ What kind of phone do you have?
1				
2				
3				
4				
5				

Starting Scenario

Thank you for answering those questions. Now, I'd like to begin the test.

For this test, I'll need you to pretend you are the head of design at a digital design agency. You're currently expanding your UX team and are looking for a UI/UX designer to add to the team. Through LinkedIn, you found me! You want to take a closer look at my online portfolio to get a better sense of my skills, experience, and personality.

Scenarios

Scenario 1:
You've clicked on the link to my portfolio. The page opens. Explain your first impression and the visual elements you noticed.

Participant	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1					
2					
3					
4					
5					

Scenario 2:
You now want to know more about one of my projects called QuickCare, a telehealth app.
Where do you think you can find more information about that project?

Participant	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1					
2					
3					
4					
5					

Scenario 3:
You've clicked on the link to QuickCare. The page opens. Explain your first impression and the visual elements you noticed. What was the project about?

Participant	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1					
2					
3					
4					
5					

Scenario 4:
You've browsed through all my projects and become more interested in my former education and experiences. Now, you want to see my resume. Where do you think you can find it?

Participant	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1					
2					
3					
4					
5					

Scenario 5:
You've downloaded the resume and are quite impressed. You want to reach out to share the current job opening with me. How might you proceed?

Participant	Wrong Assupmtions	Help Needed	Murmurings of Discontent	Tries	Other Comments
1					
2					
3					
4					
5					

Open Questions

Great job! We are now finished with the test. Before we wrap-up, I just have a few questions for you.

Participant	How was the orientation within the website for you?
1	
2	
3	
4	
5	

Participant	Was there something you really liked or disliked?
1	
2	
3	
4	
5	

Participant	Do you feel like there's something missing?
1	
2	
3	
4	
5	

Wrap-up

Alright! That's the end of the session. Thank you so much for participating and helping me better understand how I can improve my portfolio. Before you go, do you have any other questions or final feedback?

Participant	Final Thoughts
1	
2	
3	
4	
5	

[Stop Recording]