

Usability Test Script

Welcome and Purpose

Hi [test participant first name]. I'm [name] and I work with [insert relevant information].

Thank you so much for your time today.

Before we get started, I want to give you a little information about what you will be looking at and give you time to ask any questions you might have.

Today we are asking you to serve as an evaluator of a web site and to complete a set of tasks. The goal is to see if the site works as intended. The session should last about [insert timeframe].

As you use the site, I'm going to ask you as much as possible to think out loud: try to say what you're looking at, what you're trying to do and what you're thinking. This will be really helpful to us. Please don't worry about hurting our feelings. We're trying to improve the site, so we need your honest reactions.

I'd like to make it clear that we're testing the site and not you. There is no right or wrong answer.

If you have any questions while you're working, please let me know and I'll do my best to answer. Because we're interested in how someone does something without any assistance, I may not be able to answer your question immediately. If you still have questions at the end, I'll do my best to answer them. Also, if you need to take a break at any time, just let me know.

Recording Permission

I'm here to guide you through the tasks that you'll go through on the web site today. [If appropriate include] I have a colleague helping me take notes and observe your interaction with the site as well.

[Use if testing is in person.]

You may have noticed the microphone. With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out what needs to be improved with the site, and it won't be seen by anyone except for the people working on this project.

If you would, I'm going to ask you to sign a simple permission form. It says that you allow us to record the session, and that we'll only share it with the people on the project team.

[Use if testing is conducted via recorded webex.]

With your permission, we're going to record what happens on the screen and our conversation using the recording feature on the webex. The recording feature will only be used to help us figure out what needs to be improved with the site, and it won't be seen by anyone except for the people working on this project.

I know that we emailed you a recording permission form to complete, and I wanted to confirm that I've received that back from you.

Facilitator Tasks:

- Accept permission form
- Begin recording session

Introductory Questions

Do you have any questions before we begin?

Great! Before we move over to the web site, I'd like to ask you a few quick questions:

- **[Insert any questions relevant/helpful to usability test]**

Thanks. We're done with the questions, and we can move on.

Task 1

I'm going to take you through some specific tasks. I'm going to read them out loud and also given you a written version.

I'm going to also ask you to go through these tasks without using search. We'll learn a lot more about how the site works that way.

[Read task aloud and have participant complete.]

Follow-up Questions and Closing

Thanks. That was very helpful. We really appreciate your time today.

Were there any additional questions that you had after completing the tasks that you just went through?

[Insert any information about an incentive, if being provided.]

Thanks again and enjoy the rest of your day.

Facilitator Tasks:

- Stop recording and end webex session (if using)
- Escort participant out (if in person)

Consent Form: Remote Usability Test

Please read and sign this form.

During this usability test I agree to participate in an online session using my computer and telephone. During the session I will be interviewed about the site, asked to find information or complete tasks using the site, and may be asked to complete an online questionnaire about the experience.

I understand and consent to the use and release of the recording by [Agency/Organization]. I understand that the information and recording are for research purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by [Agency/Organization] without further permission.

I understand that participation is voluntary and I agree to immediately raise any concerns I might have.

If you have any questions after today, please contact [Insert Contact and email address].

Please sign below to indicate that you have read and understand the information on this form and that any questions you might have about the session have been answered.

Date: _____

Please print your name: _____

Please sign your name: _____

Subject's Signature or eSignature <your name>

Thank you!

We appreciate your participation.

Please return the signed document to [email or physical address].

Test: (Site name) __/__/__ to __/__/__

Usability Test Note Taking Spreadsheet

This spreadsheet is for taking notes during usability tests. It contains the following worksheets:

Worksheet	Description
1. Pre-test interview	Background questions about the participant to determine user role/type. These questions can mirror the questions asked to recruit the participant. Can also ask additional questions such as technology use/experience.
2. Scenarios	Scenarios and information for the participant to do during the test, includes place for qualitative, quantitative and other types of notes like time on task.
3. Success Criteria	Definitions of success, reference for note takers to consult during the test.
4. Post-test interview	Questions administered after the test.
5. System Usability Scale	System usability scale, a standardized way of scoring the usability of a website or application

Pre-Test Questions

	Q1 [TEXT]	Q2 [TEXT]	Q3 [TEXT]	Q4 [TEXT]
P1				
P2				
P3				
P4				
P5				
P6				
P7				
P8				
P9				
P10				

Success Criteria for Scoring Scenarios

Success	<p>Completes the task with minimal effort (must include all of the following)</p> <ul style="list-style-type: none"> · Reaches destination within 2 attempts · Does not receive hints from the facilitator · Does not ask for help · Does not encounter error messages · Does not mention frustration
Partial Success	<p>Completes the task with moderate effort (can include any of the following)</p> <ul style="list-style-type: none"> · Reaches destination within 3 attempts · Receives 1 hint from the facilitator · Encounters 1 or 2 error messages · Has to back up or reenter information · Mentions minor frustration or expresses minor confusion
Failure	<p>Can include any of the following:</p> <ul style="list-style-type: none"> · Does not complete the task or completes the task with considerable effort · Reaches destination in 4 or more attempts · Receives 2 or more hints from the facilitator · Encounters more than 2 error messages or same error message more than once · Has to back up or re-enter information several times · Mentions serious frustration or confusion · Mentions they would have to call or speak with someone to complete the task · Concludes the task is completed successfully, when it is not.
Skip	<p>Task was skipped due to time constraints or because the task was not meant for a particular user type</p>

Attempts: An attempt is defined as a one pathway or particular effort to find information. Signs that the participant is attempting the task again include:

- Using the back button
- Starting over from home
- Verbal mentions of starting over, such as “this isn’t what I’m looking for” “I’m not finding what I need” “I’m not sure if this is the right way to go” etc. Then followed by an change in navigational or searching strategies.

[NAME OF TEST]									
[DATE]									
Task ID	Task Name	Task	P#	Time	Verbal comments	Pathway (what they do)	Attempts	Score	Other notes
1	Task name	Scenario wording							
			P1						
			P2						
			P3						
			P4						
			P5						
			P6						
			P7						
			P8						
			P9						
			P10						

Post-Test Questions

	Q1 [TEXT]	Q2 [TEXT]	Q3 [TEXT]
P1			
P2			
P3			
P4			
P5			
P6			
P7			
P8			
P9			
P10			

System Usability Scale

Use the table below to help you calculate the SUS score for each participant. A line has been filled out as an example.

Reference: <http://www.measuringusability.com/sus.php>

	1		2		3		4		5		6		7		8		9		10		
	I think that I would like to use this application frequently	SUS#	I found this application to be unnecessarily complex	SUS#	I thought this application was easy to use	SUS#	I think that I would need the help of a support person to use this application	SUS#	I found the various functions in this app were well integrated	SUS#	I thought there was too much inconsistency	SUS#	I would imagine that most people would learn to use this application very quickly	SUS#	I found this application very cumbersome to use	SUS#	I felt very confident using this application	SUS#	I needed to learn a lot of things before I could get going with this application	SUS#	SUS Score
P1	4	3	2	3	3	2	2	3	4	3	2	3	4	3	2	3	3	2	2	3	70.0
P2	-1			5		-1		5		-1		5		-1		5		-1		5	50.0
P3		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P4		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P5		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P6		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P7		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P8		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P9		-1		5		-1		5		-1		5		-1		5		-1		5	50.0
P10		-1		5		-1		5		-1		5		-1		5		-1		5	50.0

Key

- 1 strongly disagree
- 2 disagree
- 3 neutral
- 4 agree
- 5 strongly agree