

## Participant Scenario Worksheet

While engaged in the usability test, a facilitator will ask the participant to complete a set of scenarios. Each scenario has a group of tasks that the facilitator will ask the participant to complete. After the participant has completed each scenario, they will answer the questions at the bottom of the page.

For each set of tasks, a separate sheet will be provided to the participant. This will include a scenario on the top, then a list of tasks, then some questions for feedback specific to the scenario.

### Scenario and task examples

The scenarios and tasks used during each usability testing session will vary depending on the software development or mockups created in the preceding week. Some examples of scenarios and tasks that a usability testing session would include are:

- You are interested in submitting a patent for a product you have developed
  - Find out, on average, how long the patent process takes
  - How would you discover the steps in the patent filing process
  - Locate the page where you would begin the filing process
- You have finished submitting the required documents for your trademark filing
  - How would you ensure they have been received correctly?
  - How would you determine the status of your filing?
  - How would you find out information about the estimated time of the next step in the approval process?

### Post scenario questions (please circle your answer):

#### 1. Overall, I am satisfied with the *ease of completing* the tasks in this scenario

Strongly disagree	Disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
1	2	3	4	5	6	7

#### 2. Overall, I am satisfied with the *amount of time* it took to complete the tasks in this scenario

Strongly disagree	Disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
1	2	3	4	5	6	7

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