Usability Testing Template

Intro

Hi [PARTICIPANT NAME]!

Thank you for joining me today. Before we get started, I want to give you a quick background on this project. We're introducing a new feature into our product. Your feedback today will help us make improvements to the product to optimize the new content. The session will be evaluating the product, not your skills or abilities, so there are no right or wrong answers.

You'll be working with a limited prototype, so not all functionalities will be present. If you encounter some missing items or broken links, please do your best to complete the task given the limitations. If you find something that doesn't work, I may ask you to explain what you had expected to find. I did not create these pages or the prototype, so please share your candid feedback and don't worry about hurting anyone's feelings.

I'll be recording this session, but only so I can take notes and go back in case I miss anything. Any details from this session will be completely anonymous and data/comments will only be used in aggregate. Some of my colleagues might join the session, but only so they can evaluate Composer, not so they can check to see how well you're doing.

I'll ask you to narrate everything you're doing as you work. If you go silent, I'll let you think, but you may hear me prompt you to keep talking or to tell me what you're thinking. That way, I can understand what's going on in your head as best I can without having to make any assumptions.

Any questions?

Scenario

Imagine you work for…
Imagine you just purchased a…
Let's say that you just enrolled in…

Tasks

Task 1

Login to your account and pay your most recent bill

Difficulty Rating

On a scale of 1 to 5, with 1 being not difficult at all, and 5 being extremely difficult, how would the rate the difficulty of this task? (ask for elaboration)

Repeat this task + difficulty rating for as many workflows as needed. Remember to aim for about 20 minutes of tasks, with enough time to spare for a retrospective.

Retro

1. What stood out to you about the process of (workflow)?
2. What do you know now about (product) that you wish you knew at the start?
3. How would you describe this process to someone that is about to try this out for the first time?
4. [Follow-ups from note taker]
5. [Follow-ups from in-session activity]
6. Anything else you'd like to share?