

Usability Script

This script is heavily based on a script that is part of 'Rocket Surgery Made Easy' © 2010 Steve Krug and has been made available on his website via

<http://sensible.com/downloads/test-script-web.pdf>

Important Note

Please choose your volunteer carefully! Suitable volunteers include...

- Parents
- Other family members
- Friends who don't take Digital Technology (ie: Friends who are not doing this course)
- Teachers

You cannot usability test without a volunteer! Designers / programmers are the worst person to test an outcome they have developed as they know the interface / website really well and usually don't identify the usability issues that are obvious to someone who is not familiar with the outcome. For this reason, you also can't use one of your classmates as a volunteer.

Here is a script you can use when doing usability testing...

Hi,

Thank you for agreeing to test my website. When testing it's important that you understand that we are testing the website and not you - so please don't worry about making mistakes. As you use the site, it would be great if you could think out loud so that I know what is going through your mind. We are doing this to improve the website and I really want to hear your honest reactions - so don't worry about hurting my feelings.

If you have questions as you test the site, please go ahead and ask them. I might not answer straight away as I need to know what future users might do if they don't have someone sitting next to them to help them. If you still have questions when we are done, I will be happy to answer them.

Also, is it OK if I record this session? I won't share the recording with anyone but it will help me to make a list of what needs to be improved.

OK - please go ahead and explore the website letting me know what you think as you go.

Below are some tasks that you can ask your user to do...

- Find the rating of one of the books you reviewed
- Find the author of one of the books
- Get in touch with you to leave feedback