
Usability Testing



What you'll do

Using the paper prototype you just built, you'll gather feedback from your user by conducting a simple usability test. To do this, you'll add tasks to the usability test script template we provided. Then, you'll schedule the study with your user and run the test.

Learning outcomes

- How to build a basic usability test script
- See how feedback helps refine your designs

Step-by-step instructions

1. Create tasks for your participant to complete and add them to the **Usability test script** (pg. 4-9).

To do this, determine the user's goals and/or pages of the app the user would visit.

For example, the main reasons users get on Sleep Cycle is to set an alarm, see sleep data, view their overall sleep patterns, and view their profile.

With this in mind, the tasks for this usability study would revolve around watching them set up an alarm, view their sleep data from the night before, see their sleep patterns for the past month, and navigate to their profile.

Here are a few examples of tasks:

- Please login to the app.
- Show me how you would set up an alarm
- Show me where you'd find sleep data from the night before.

You don't need to use all of the task sections in the template.

2. Test your prototype to make sure all of the links work.

3. Schedule the usability study with your participant.

4. Run the usability test.

First, start by reading the introduction script. **DO NOT SKIP THIS.**

Second, show them the prototype and ask them to complete the tasks. If you're doing this remotely, create a Zoom meeting or a Google Meet, share the prototype link with them, and ask them to share their screens.

Third, when you've finished the tasks, wrap up the session.

5. Record your **Top 3 insights** (pg. 10) from the usability test.

Keep in mind

You are not testing the user, you are testing the design. It's critical that the participant understands this. That's why the introduction script we included for you has this built in.

Boomerang questions back to the participant. If the participant asks you a question about the prototype, ask them what they would expect rather than just giving them the answer. Do your best not to offer any help. Your job is to observe. You're trying to see how they would use the product if you weren't there.

If the participant is silent during the test, remind them to speak their thoughts out loud. You can do this by gently asking them, "Can you help me understand why you took that action?" or "What were you expecting by doing that?"

When writing your tasks, don't use the same words that are also in your prototype. That creates bias. For example, if you want them to sign into the app and the button says, "Sign in," instead say, "please log into the app."

When describing the session to the participant, don't call it a test, call it a study. The word test usually puts people on edge because they think they're the ones being tested.

Up next

We'll wrap up this crash course and share some effective ways you can get into the magical world of UX.

Usability test script

Introduction

Hi there! Thank you so much for your time. Before we start, I want to go over a few things.

Earlier, I interviewed you to learn about issues you face on a daily or weekly basis. Since then, I have created a mobile prototype to try and solve one of the problems we discussed. The purpose of this usability study is to test a mobile app prototype to see if it works as intended and if it meets your expectations.

The session should take no more than 30 minutes.

With this in mind, you'll be using a basic prototype which may not behave as expected. If you reach any of the boundaries of the prototype or it doesn't behave as expected, I'll step in and explain. Otherwise, I will just be observing and taking notes and will provide little to no guidance.

Second and most importantly, I'm not testing you in any way. This is a study of the design and not your skills or intelligence. There are no right or wrong answers.

Third, be as honest as humanly possible. Don't be scared to share anything that goes through your mind, you won't hurt my feelings. Typically, negative feedback is much more helpful to me than positive feedback, so be as honest as you can. It will help me improve the design much more.

Fourth, please speak your thoughts out loud as you go through the prototype. Tell me why you are doing what you are doing, what you are looking for, likes and dislikes, etc.

In a few moments, I'll provide the link to the prototype and the tasks for you to complete.

Let's get started with the study."

[Share the prototype link]

Tasks

Task 1:

Notes:

Task 2:

Notes:

Task 3:

Notes:

Task 4:

Notes:

Task 5:

Notes:

Task 6:

Notes:

Task 7:

Notes:

Task 8:

Notes:

Wrap up

“What questions do you have for me before we end?”

Thank you so much for your time. I really appreciate it, both for the interview and for this usability test.”

Top 3 insights

Based on what you just learned, what are your top takeaways? What would you do differently? What would you improve about your design?

Insight 1:

Insight 2:

Insight 3: