

USABILITY TESTING

[Alpha] Phase - Round [X]

[Insert Date Here]

Yichen He 2019

Testing Plan

The goal is to evaluate the effectiveness of [insert design]

[Insert length of time]

[Link to prototype]

[Password]

Methods/Instruments:

- First Impression/Observations
- Task Completion %
- Post Test Interview
- [Insert Other Criteria]

Introduction

1 minute

Hello [Name], my name is Yichen and I am from [Client]. Thank you for taking the time to help us with this quick usability test!

I am currently working on [product and description] and would like to show you a prototype and run you through some exercises, followed by a [X] minute feedback session at the end.

I have just sent you a [link] and [password] is the password.

Please feel free to pause and ask me questions at any time throughout this process.

Consent Form

2 minutes

This session is confidential. We will not be using your name anywhere.

[show form on first page of prototype]

You may also stop at any time for any reason.

Confirming User Profile

2 minutes

Before we start can I just confirm your role and title at [company]?

According to my documents it is:

[Name]

[Role]

[Company]

Introducing the Prototype

2 minutes

Before we begin, we want you to know we are **testing the prototype, not you.**

There are no wrong answers so please **be as honest as possible.**

Please **think out loud** as you look through it. We will be taking notes throughout the test.

First Impressions

5 minutes

[open up the website prototype]

Set the context:

[This is a [X] app that is designed to do [x]]

Before clicking anything, please take a look and let us know what your thoughts are.

- 1. What are your first impressions?**
- 2. What do you think you are able to do within this [product]?**

Tasks

10 minutes

- To start, we want to [x]
- Please try to navigate to a place where you can [x]
- How would you [x]?
- Try [x]. Was that what you expected?
- Now we want to try to [x], how would you try to accomplish that?
- What do you expect to happen when you [x]?

Yichen's Notes:

These are just some examples, rinse and repeat as many times as needed.

From my experience

20 min – 1 flow
30 min – 2 flows
45 min – 3 flows

Each flow should be self contained and be concluded with a post-task interview.

Post-Test Interview

5 minutes

[allow participant to navigate the prototype as they answer the questions]

- How do you feel about this layout for [x]?
- How do you feel about the way [x]?
- On a scale of 1 being very difficult and 7 being very easy would you say this workflow is?
- Any additional comments/suggestions on this workflow?

Conclusion

1 minute

Do you have any other comments or questions?

Thank you so much for your time we really value your assistance!

The feedback we collect really help us improve our designs to help give our users a better experience!