

Usability Test Script

Introduction

Hello, my name's [moderator], and I'm going to walk you through today's session. As I mentioned over email, my team is currently working with the [program name] to [project goals]. Joining us on the call are [observers, and their affiliation].

I'd like to start by thanking you for making the time to speak with us. Your feedback is valuable, and will help us determine if our website functions as intended. Just to confirm, we'd like to keep this session under an hour. Does that still work for you?

Great. If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a few questions around your work. Later on, I'll ask you to share your screen and accomplish a few tasks using the prototype we're evaluating. Please be aware that there are no wrong answers—we are here to test the prototype. In fact, this is probably the one place today where you don't have to worry about making mistakes! We're doing this to improve the site, so we need to hear your honest reactions. Don't worry about hurting our feelings at all.

With your permission, I'd like to record this session. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except folks immediately on our project team. Recording this session also helps me, because it makes sure that we capture everything you say accurately! Is that okay?

[Start recording]

Finally, I want to confirm that you've received a [participant agreement](#) — is that correct? Have you had a chance to review it? Did you have any questions? If you haven't already, please sign it and send it back at your earliest convenience.

Do you have any questions for me at this time?

Warm up

Before we take a look at the prototype, I'd like to start with a few questions.

Can you share your experience with [topic]? How do you use the website today?

Setup screen sharing

OK, great. We're done with the questions and can jump into the prototype.

Before I share the prototype link in the chat, I'd like to ask as you're looking through the prototype, to think out loud as much as possible. So this means that you describe what you're looking at, what you're trying to do, and whatever you may be thinking or feeling, like "Oh, that's interesting," or "Hmm, that's not what I thought would happen."

Since you'll be looking at a prototype during this session, it might not work as you expect. Some links won't work and the data might be incorrect. When something doesn't work, or doesn't work like you expect it to, let me know what you think should happen.

If you have any questions as we go along, just ask them. I may not be able to answer them right away since we're interested in how people do when they don't have someone sitting next to them to help, but if you still have any questions when we're done I'll try to answer them then.

So here it is: [paste link to prototype in chat]

I just pasted the link to the prototype in the chat. Once you get that open, make sure to close anything that you have open that you don't want us to see or want recorded. You can take your time, and when you're ready, share your screen. (You can do that by clicking the icon that has a box with an arrow pointing up inside of it in the bottom bar of our video chat. It'll prompt you to share your entire screen, a window, or a tab — you can choose whichever one you feel most comfortable with.)

Task prompts

1. [Task step for participant to complete]

- a. To start, take some time to look at this home page. You can scroll up and down, but don't click on anything just yet. As you're reviewing it, let me know what your initial thoughts are. What do you see? What are your

impressions? What do you think you can do on the site? What questions might you have?

2. [Task step for participant to complete]

- a. Thanks. So now, going through the prototype as you would actually use a website, what would you typically do next?
- b. Show me how you would find out what this program is.
 - i. Where would you navigate to find more information about the program?
 - ii. In your own words, what do you think the program does?

Probing

Great, we're finished with the bulk of the test.

[optional, to probe] You mentioned [something they said out loud] earlier and I didn't want to jump in at that time. Can you say more about that?

Overall, what are your thoughts about the prototype?

Would this be a site that you would visit? Why or why not?

Wrap up

Before we finish, is there anything else you'd like to share with us? Anything that we didn't ask you that you'd like to share?

Would you be open to speaking with us again in the future?

Is there anyone else we should reach out to and talk to?

Thank you so much for your time!