# *Usability Test Template*

# Setup

Open application or website

Open zoom to record screen and audio

# Script

INTRODUCTION

My name is ..

1. You’ve been **invited to help us understand which part of the <application or website>** work for you and which need improvement.
2. Even though this is called a usability test, you are not being tested. There is nothing you can do wrong. It is a **test of the <application or website>**, and your feedback will help us improve it.
3. It is really important that you **speak all of your thoughts aloud**. Think of it as a play-by-play description of what you are doing and why you are doing it.
4. I’ll be here **to take notes,** but you should ignore me. Just focus on describing what you are doing.
5. We will also **record** your tasks and what you say to help us with our analysis
6. Do you have any questions before we start? I will now start recording.

TASKS

<These are example tasks, update with your own relevant tasks based on your application or website>

I have a few **tasks** for you. Do the tasks as well as you can and **please think aloud the whole time.**

**The first task for you:**

1. You decided to visit a friend in **London** over a **weekend in June (Friday-Sunday)**. You are both flexible and want to find the cheapest weekend to fly. Starting from the Skyscanner homepage, find the **cheapest flights that suit your time preferences**.

Second task:

1. Find out if you can **cancel the flight and get fully reimbursed.**

Thank you. That completes the tasks.

STOP RECORDING

SUS survey

I would like to ask you a few questions through a survey

[ask to elaborate]

SURVEY/INTERVIEW Questions

1. What **3 things did you like** about the <application or website>?
2. What 3 things would you **change** to improve the <application or website>?
3. What **other comments** or questions do you have?

**Thank** you for your support.

--

START ANALYSIS

Create 3 mind maps

1. What worked well?
2. What problems and questions emerged?
3. How can the website be improved?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Feedback | **Strongly**  **Disagree** | |  | | | **Strongly agree** | |
|  | **1** | **2** | | **3** | **4** | | **5** |
| 1. I think that I would like to **use this website frequently**. |  |  | |  |  | |  |
| 1. I found the website unnecessarily **complex**. |  |  | |  |  | |  |
| 1. I thought the website was **easy to use**. |  |  | |  |  | |  |
| 1. I think that I would need the **support of a** **technical person** to be able to use this website. |  |  | |  |  | |  |
| 1. I found the various **functions** in this website were well **integrated**. |  |  | |  |  | |  |
| 1. I thought there was too much **inconsistency** in this website. |  |  | |  |  | |  |
| 1. I would imagine that most people would **learn to use this website very quickly**. |  |  | |  |  | |  |
| 1. I found the website very **cumbersome** to use. |  |  | |  |  | |  |
| 1. I felt very **confident** using the website. |  |  | |  |  | |  |
| I needed to **learn a lot of things before** I could get going with this website. |  |  | |  |  | |  |

To **improve** the <application or website>, I would **change the following 3 things**:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What **3 things did you like** about the <application or website>?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What other **comments or questions** do you have?