

User Testing Steps

1. Introduce yourself.
2. Describe the purpose of the observation and set the participant at ease.
3. Tell the participant that it's OK to quit at any time.
4. Talk about the video equipment in the room
5. Explain how to think aloud.
6. Explain that you cannot provide help.
7. Introduce the product.
8. Ask if there are any questions before you start; then begin the observation.
9. Describe the tasks. [Volunteer, hand the task description to the test subject.]
10. Conclude the observation.
11. Use the results.

Script of Lo-Fi Prototyping and Usability Test

1. Introduce yourself.

E.g. “Hello, my name is _____. Thank you for joining us in today’s user study...”

2. Describe the purpose of the observation and set the participant at ease.

E.g. “The purpose of today’s user study is to obtain some early-stage feedback from you for the instructor feedback feature in Livenotes. Livenotes is an application for Tablet PCs that allows small groups of users to take notes collaboratively. The instructor feedback feature will enable the user to submit a vote, such as “confused” or “too fast”, to the instructor at any time in class. Please remember that we are testing the feature, not you. If you are having trouble with any of the tasks, the fault lies in the product, not you.”

3. Tell the participant that it’s OK to quit at any time.

E.g. “You may pause this test at any time. In addition, you may also quit this test at any time for any reason.”

4. Talk about the equipment in the room

E.g. “You can see that we have set up a video camera at this corner of the room. [gestures towards an imaginary camera.] This camera will be used to record how you perform the tasks in the test, and will be used by our researchers to better understand how the instructor feedback feature is being used and can be improved upon.”

5. Explain how to think aloud.

E.g. “We ask that you think aloud as you work through the tasks during the test. Doing so will help us to better understand what you are thinking about as you are performing the tasks. In the process, we can obtain a greater amount of information from the test. Would you like me to demonstrate how to think aloud?”

6. Explain that you cannot provide help.

E.g. “Please understand that should you encounter difficulties with any task, we will not be able to help, because our objective is to uncover problems in our design of the instructor feedback feature.”

7. Introduce the product.

8. Ask if there are any questions before you start; then begin the observation.

E.g. “Before we start the test, do you have any questions?”

9. Describe the tasks. [Volunteer, hand the task description to the test subject.]

10. Conclude the observation.

E.g. “We have come to the end of our test. Before you leave, we would like you to share your comments with us. You are also welcome to ask any questions that you may have regarding the test and how it was conducted.

We were conducting this test to determine if the user interface widget for the instructor feedback feature is obvious and easy to use, and if the available choices are representative of the situations you encounter during lecture...”

Possible questions for debrief:

1. What do you think of the process?
2. Did you feel like you completed the task? What would have helped?
3. Was the instructor feedback feature obvious from the interface design?
4. Would you use lecture feedback if you had it? Examples when?
5. Under what circumstances would you use it? (even when you don't understand because you just didn't pay attention?)
6. What kinds of feedback did you wish you could provide, that wasn't listed in the available options? Examples?

And of course, ask questions based on test subject's behavior during test and why he/she did what he/she did.

11. Use the results.

Acknowledgement: The lo-fi prototyping test documented in this document was designed with Eric Tse.

Task Description

It's 1 PM, you just had lunch, and you are now at your Political Science 2 lecture. The professor is explaining about the cult of personality, and because you were phasing out for a few seconds, you missed his main points, and you are now confused. Hoping he will clarify what he means by cult of personality, you decide to send feedback that this part of lecture is hard to understand.