User Research Script - Participant X

Client name

Date

Duration max. 60 minutes

**Instructions for the interviewer are in bold.**

**Research Questions:**

* **Can the users use the prototype/software?**
* **Do the users get stuck or become confused?**
* **What design choices do they like?**
* **What needs to be improved?**

**Sections:**

 **Introduction**

1. **Background information**
2. **Prototype/Software Tests**
3. **Clarifying questions**

**Ending**

**Take some time after the session to write down any observations that you didn’t include yet while the test is still fresh in your mind.**

**Identify issues the participants ran into and what design choices contributed to these. Write down ideas about what could solve these issues.**

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# Introduction

* *Introduce yourself and the team*
* *Test duration*
* *Purpose of the test*
* *Recording*
* *Right to withdraw from research*

**Read the following text to your participant and modify as appropriate in a way that feels natural to you.**

Hello, my name is [name] from [company name] and I’ll be your interviewer for today. Thank you for taking the time to participate. Besides myself, there’s my colleague [name] who’s observing and taking notes during this call.

The purpose of this test session is to try out the prototype of [Client’s product/service], find out what’s working well about it and what could be improved. The session will take a maximum of 60 minutes. We’ll go through three sections, first with some background questions, then running through a few scenarios using the prototype, and finally some clarifying questions about the experience. This session will be recorded if that’s alright with you.

Before we start, could you make sure that you don’t have any personal information visible that you don’t want to share in the screen recording later on? You can achieve this by for example opening a new incognito window on your browser and only sharing that when we get to the screen recording part.

If at any point you decide you no longer want to participate in the research, you may withdraw from it and you may also request the destruction of any data collected about you. Does everything sound good so far?

Perfect, let me go ahead and start the recording.

# Background information

First of all, let’s go through some background questions.

* How familiar are you with this software/related software?
* How technologically savvy are you in general?
* How much time do you spend with this software/related software per week?

# Prototype/Software Tests

Then, let’s move on to testing the prototype. Here I’d like to emphasise that we’re investigating the prototype and what could be done better there, so not you or your personal abilities. When you complete the tasks, I’ll ask you to do two things.

First, I’d like you to think aloud. So that means you should explain what you’re thinking, trying to do, and how you’re feeling about it. As an example, you could say “I’m trying to go to my profile. This button should bring me there but it doesn’t. I’m confused”

Second, when you feel like you’ve completed the task, say “I’m finished” and we can move on to the next one.

I will paste these prototype links in the chat so you can open them but don’t start clicking around just yet before I give you the tasks.

Whenever you’re ready, you can start sharing your window where you have the prototype open.

**Some participants might forget to think aloud or say when they’re done with tasks. You can ask some nudging questions such as “What are you thinking now?” if the participant hasn’t said anything in a while or “Are you done with this task?” if they seem to be doing nothing.**

**The tasks in user prototype testing vary greatly depending on what you’re studying. When writing the tasks, you should make sure that they are possible to complete with the current prototype and that you personally know how to complete them. Here are some example tasks that may or may not come in handy:**

## Task 1: Your own profile

You want to check out your own profile. How would you go about doing that?

## Task 2: Searching for something or someone

You want to see the profile of [name]. How would you do it?

## Task 3: Changing your settings

You want to change your notification settings. How would you achieve it?

## Task 4: Making a purchase

You want to buy a [product]. How would you do it?

…

**You should avoid adding more than six tasks as that may risk you running overtime with the session.**

# Clarifying Questions

**In this part, you may instruct the participant to revisit some tasks or parts of the prototype that they may have missed in the previous section.**

That was all the tasks and now we have a couple of clarifying questions about the experience.

* What was your general impression of the prototype?
* What was good about it?
* What could be improved?
* What was unnecessary?
* What was missing?
* What did you think of the navigation?
* What did you think of the visual appearance?
* What did you think of the terminology?
* What other features would you like to see in a future version?

That’s all the questions I had, is there anything else you’d like to mention that didn’t come up yet?

Do you have any questions for me about this project?

Thank you for your time and I wish you a pleasant day!

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