Example Usability Testing Script
Date: _____________________
Participant #: _____________________

INTRODUCTION & CONSENT FORM

Today I’m going to be asking you to complete a few tasks using a prototype for an app that allows you to set up
reminders. I would like to record you and the screen as you’re doing the tasks. This is really just in case we miss
anything when taking notes. Other members of the project team might also watch, but the recording will not be
shared outside of the project team. Is that ok with you? **START RECORDING IF GOT CONSENT**

It’s a very basic prototype – not everything works when you click on it, so please tell me before you click on
anything.

As you’re completing the tasks, please say your thoughts and impressions out loud. I’d like to know what you
like, what you don’t like, and if anything is unclear. Please give me your honest feedback – you will not hurt my
feelings in any way.

I’ll also be asking you questions along the way. I want to emphasize that we’re testing prototype and *not* you – if
anything is confusing or unclear, please let me know as that is our fault and not yours.

Do you have any questions before we get started?

BACKGROUND QUESTIONS

First I’d like to ask you a few questions to get to know you a bit better.

- How do you normally find out about new apps?
- What, if anything, do you currently use to set reminders for yourself for things like upcoming
  appointments?

Thanks! Now I’d like to get started with the tasks. I want to reminder you to please say your thoughts out loud
as you are performing the tasks.

TASKS

*Task 1 – Imagine you just downloaded the app and opened it and this is what you see [hand them prototype
with initial screen showing]. What would you do now?*

Follow up questions...
• Is there any other information you’d like to see at this point?

**Task 2 – Please go ahead and sign up.**

Follow up questions...
• What did you think of the sign-up process?

**Task 3 – Now that you have an account, please try logging in.**

**Task 4 – Imagine you’ve just booked a dentist appointment for 9:30am on Thursday, December 14th. Using this app, please set it up so that you’ll receive a reminder exactly one week before your dentist appointment.**

Follow up questions...
• What do you think of the options for reminders?
• What kind of reminders do you prefer?

**Task 5 – Where would you go to see what reminders you have set up?**

**Task 6 – Please show me how you would change the reminder you just set up for your upcoming dentist appointment so that instead of being reminded one week before the appointment, you’re reminded 12 hours before the appointment.**

**FINAL QUESTIONS**

That’s all of the tasks. Before we wrap up, I have a few final questions.

• How would you describe the app your tried today to a friend?
• What were your overall impressions of the app?
• What did you like about the app?
• What did you not like about the app?
• Are there any questions you still have about the app?

That’s all we have for the session today. Thank you again for participating – we really appreciate your feedback!

**STOP RECORDING**