Usability Test Opening Script

Hello, _____, my name is _____ and I'm going to be walking you through this session today. Before we begin, I have some information for you and I'm going to read it to make sure I cover everything.

You probably already have a good idea of why we're asked you here today but let me go over it again briefly. We're asking people to try a website we're working on so that we can see if it works as intended. This session today should take about _____ min. The first thing I want to make clear is that we are testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today you don't have to worry about making mistakes. As you use the site I'm going to ask you to, as much as possible, try to think out loud to say what you're looking at, what you're trying to do and what you're thinking. This will be a big help to us. Also, please don't worry that you're going to hurt our feelings; we're doing this to improve the site so we need to hear your honest reactions. If you have any questions along the way, just ask them. I may not be able to help you right away since we're interested in what people do when they don't have someone next to them to help, but if you still have any questions when we're done I try to answer them in the end. If you need to take a break at any point just let me know.

You may have noticed this microphone, with your permission we're going to record what happens on the screen and our conversation. The recording is only going to be used to help us find out how to improve the site and won't be seen by anyone except the people working on this project. It helps me because I don't have to take as many notes. Also, there are a few people from the web design team observing this session in another room; they can't see us they can just see the screen. If you would, I'm going to ask you to sign a simple permission form for us. It just says that we have your permission to record you and the recording will only be seen by people working in the project. If you want to read it, go ahead.

Do you have any questions so far? Before we look at the site, I'm going to ask you a few quick questions. What's your occupation; what do you do all day? How many hours in a week (just a ballpark estimate), would you say you spend using the internet; including both web browsing, email, work, and at home? In the number, what is the split between browsing and the web, roughly? And when you do web browsing, what type of sites are you browsing? Any favorite web sites?

So we're done with the question part, now we'll start looking at things on the screen.