STEP 1: FIND USERS

- You’ll need to recruit participants for your usability test. Ask users from different levels of experience in order to make your site work for everyone.
- Set a specific time and place to meet your users for the test (like the Usability Lab at Richardson Library!), and send a reminder before they test so they don’t forget.

Learn more about recruiting users: http://bit.ly/uxusers

STEP 2: DESIGN THE TEST

There are many concepts that you can include in your test, but at the very minimum, you’ll need to know:

- The scope of your test: what is being tested? Name the specific website, tool, or app that will be tested to avoid any confusion.
- The scenarios your test will include. These are the goals you want your users to try and accomplish, such as: signing up for a newsletter; installing a software plugin;
- Roles. If you’re not the only person involved with the test, list who will do what: who will facilitate, observe, or take notes.

Learn more about Usability Test planning at http://bit.ly/uxplan

STEP 3: CONDUCT THE TEST

1. Remind your participants in advance of when and where the test will take place.
2. Set up the test environment. For example, log into the computer and bring up the URL of the website you’re going to test to save the user’s time.
3. You can ask your user to use the “think aloud” method to describe their thought process during the test, or ask them questions once the test is done.

4. Take notes throughout the test.

   - Get the user’s approval to record the session
   - Launch the Silverback software. (The error message that may appear will not keep the software from working)
   - Start a new project or open an existing one
   - Stop recording before exiting the program. If you don’t, your session might not be saved.
   - Add highlight notes to your project to pinpoint specific sections of the test.
   - Export the program so that you can take your results with you. Data on lab computers in erased at the end of the day.

Learn more about Usability Test planning at http://bit.ly/uxplan

STEP 4: REPORT YOUR RESULTS

Your report should contain two sections: Findings and Recommendations

Findings are reports of occurred during the test. Findings can include two types of data:

- Quantitative data: facts such as the success rate of the tasks, timings, results of questionnaires or surveys.
- Qualitative data: information that cannot be measured, such as comments the user made, actions that you observed, recommendations that were offered.

Include both positive and negative findings in your report (if you have both).

Use your test results to make recommendations for improving the product. These can include things like a mock-up of a new page design, or how to re-word an error message that the user will understand better.

Read more about reporting usability test results: http://bit.ly/uxreport