Usability Testing Canvas

- for testing on site or virtually

Methods

"Talk out loud"

"Laptop hugging"

The test person is "hugging" the laptop, holding the mobile phone. The test is done over Zoom or simular.

"Screen sharing"

The test person is doing the test and share screen.

Usability testing is a qualitative test. We want to observe users and how they solve user tasks in a prototype or existing service. We want them to talk out loud so we can understand how they think when they use it and we want to be able to ask questions so that we can better understand their mental models. Usability testing can be done on anyone, but if we need to learn if the solution solves a user problem we need to validate that on our target group and perhaps persona - but that is something else.

Before

What?

What are we testing? What do we need to learn more about? Prototype or existing service? What use cases?

Who and how many?

What type of users should we recruit? Do we have personas to base it on? How many do we need? Min 5 and max 8 people.

Screening

Where do we find them? What questions can we ask to probe and find the right people?

During & After

Tester

Who from the team will join in? If you record it the rest of the team can watch where problems occurred. Max 2 people.

Compile

Go through your notes directly afterward, share insights. Map problems on screenshots or customer journeys as concrete as possible. Do it with the team.

Solutions

Ideate on solutions for the problems directly after the tests. Test again on new users to see if you solved the problem - release!

Test Process

Introduction

Explain the purpose of the test, how it will be done. Explain that you are testing the solution and not the person. Check tech.

Pre Interview

Ask easy warm up questions to learn more about the test persons experience about what you are testing, and who she/he is.

Task 1

Obeserve the person solving the task given to him/her. 2-3 different assignments. Max of 40 minutes.

Task 2

If the user is hesitant, ask what they are expecting to happen. Be curious, but never judge, and only help if they get stuck.

Task 3

Listen, watch and take notes. Never explain nor discuss. Don't mistake suggestions for solutions as the "right" solution.

Post Test Questions

Ask questons to learn more about how the person experienced the test, and if something was missing. Thank the person and share the gift they will get.

Test Scrips

DANDY PEOPLE

Introduction

1. We are testing the _____ and not you as a user. We are interested in learning more about how you experience _____, what works well, and what might not work so well.
2. You will be anonomous and your name will not be shared in any way to anyone.
3. You can pause the test at any time, and you can cancel the test at any time if you feel the need to.
5. We expect the test to take about _____.
6. If something unexpected happens, like your phone starts to ring, we will pause the test.

Pre Interview

	Never				Always
1. _____?					
2. _____?					
3. _____?					

Observations

1. **User tasks to perform**

_____

_____

Managed	Whith support	Did not manage

DoD _____

Notes _____

2. **User tasks to perform**

_____

_____

Managed	Whith support	Did not manage

DoD _____

Notes _____

Post Test Questions

1. You have now tested _____, what is your over all impression?
2. Did you miss anything specific in _____?
3. How easy or hard do you think it was to perform the different user tasks?
4. Was there something specific that was BETTER then you expected?
5. as there something specific that was WORSE then you expectedt?
6. Do you have any thing specific that you would like to add that we haven't asked about?

Share the gift. Gift cards are most common.