

CS-213 Practical Guide to Usability Testing

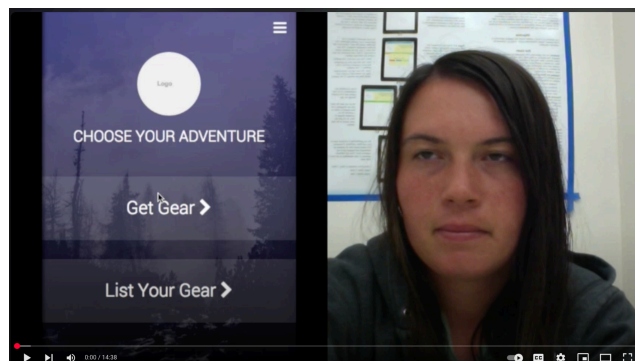
(for v1 and v2 prototypes)

- Keep your usability tests short and focused (~15 minutes each is enough). That means for 8 user tests, this could take about 2 hours total.
- You can split up within your team, but we recommend conducting some sessions together to compare observations.
- In your group, take time to analyze and discuss patterns across all tests about what you might improve.

Golden Rule:

Your job is to listen and observe. Let users explore and express themselves in their own time. Resist the urge to guide or explain during the test!

Watch this example of a raw session to get an idea:



Link: https://youtu.be/8ni23-Zlt3g?si=osh-_oPrBJNgaxYD

In the example video, notice how the user interacts with the prototype. Some issues are obvious; some the user verbalizes, while others you'll need to observe carefully to extract insights on how to improve your prototype.

Designing Your Test

First inform the user about the test with as little instruction as possible. For example:

"We're going to give you two tasks. As you complete them, please think out loud –tell us your thought process and what you're thinking as you navigate. Let us know if you feel uncertain or unsure about anything."

Task example:

Give users max 2-3 general tasks relevant to your prototype's main functions. For example, in the video, the facilitator says:

"You own a tent and want to make some extra cash. You've decided to rent it out on this website. Start whenever you're ready."

➡ Notice how this task is brief, general, and tied to the website's main purpose.

Tips:

- It's okay if some functions aren't fully implemented yet in your prototype. Just mention this if you notice users trying to interact with it.
- Ask the user to "think-aloud" – encourage users to verbalize their thoughts like in the example video.
- If you're building a mobile app, [Figma's mobile app](#) allows you to simulate interactions directly on a phone-convenient for handing to users for the test.

Some Suggested After Task Questions:

- ✓ "What was difficult, frustrating, or confusing?"
- ✓ "How do you currently solve this problem?"
- ✓ "Have you used a similar product? How does this compare?"
- ✓ "What stood out to you?"
- ✓ "What did you expect when...?"

✗ Avoid asking yes/no or highly opinion-based questions about the future like "Would you use this?" as users may feel pressured to be nice.

✗ Users may have some suggestions on what features to build. Don't spend too long discussing ideas of any single user. And it does not mean you have to build them.

Remember:

- ✓ Take detailed notes and/or screen-record the sessions.
- ✓ Ideally, two or more group members should be present.
- ✓ Raw notes should be included in the appendix of your report.

Good luck, and happy testing!