Testing in the Office:

quick usability feedback from colleagues

Note taking guide

## About the participant: Name / Identifier \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you an active user? 🞏 Yes 🞏 No

What was the last time you used the existing service? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ any other questions relevant to the testing context ]

## Task observation notes

Use this space to take any notes as they work on the task you ask them to complete. Fill in the first column with any sections of the form or document, or actions they might take, so you remember to take notes on them.

|  |  |
| --- | --- |
| Task or action | Your notes |
| Example: What is the first thing they do as they start the task? |  |
|  |  |
|  |  |
|  |  |

## Follow up questions

|  |  |
| --- | --- |
| Question | Their answers |
| How did that go? |  |
| How confident do you feel about using [this] |  |
| Tell me 2 things that worked well |  |
| Tell me 2 things that would make it easier to use? |  |

## Summary: top 5 observations

After you finish working with the participant, take a minute to write down your top observations before you move on to the next person.

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |

Additional comments: