

Web Usability Testing - Guidelines for Observers

- **Observe (!) the behaviour of the participants**
Usability testing is about the users real actions – focus on what they **do**.
- **Listen to the participants “thinking aloud”**
Note down any relevant thoughts, particularly regarding navigation and wording.
- **Make as many detailed notes as possible on the Observer Record form**
Your notes are the test results!!
- **Try not to jump to conclusions early in a test**
Keep focussed on what the participant is actually doing.
- **Don’t interrupt the testing to talk to the participant.**
Testing is a really uncomfortable situation; they need to forget you are there!

After each participant finishes his/her test there will be an opportunity to discuss the tests with the other observers and the facilitator.