Testing by Videoconference:

catch real users and meet virtually

Note taking guide

This is a tool for a note taker to use in usability tests with real users using videoconference capabilities. We’ve provided some example pick-lists and ratings just to give you some ideas for making data collection easier and quicker for the note taker. This matches the moderator’s guide for testing with real users, so the assumption is that you’re conducting usability testing on relevant data collection material.

# Questions from the participant before starting the tasks

Record questions that participants had for the moderator before they started the usability testing tasks.

# Tasks (up to 10 minutes)

**What to look for while the participant works:**

* How easily did the participant find the data required to be entered?

\_\_\_ right away, no hesitation

\_\_\_ looked around for more than a few seconds

\_\_\_ asked the moderator for help

Comments the participant made:

* How easily did the participant find the fields where data was to be entered?

\_\_\_ right away, no hesitation

\_\_\_ looked around for more than a few seconds

\_\_\_ asked the moderator for help

Comments the participant made:

* What problems did they have entering data?

\_\_\_ didn’t know the format data for input

\_\_\_ didn’t fill the information completely

\_\_\_ provided too much information

\_\_\_ marked a wrong choice

* Did the participant provide not enough or too much data? Why? What comments did they have about that?

**Not Enough Data** because:

\_\_\_ didn’t feel informed enough about the request

\_\_\_ didn’t see the request

\_\_\_ didn’t see the additional fields that required data

Provided too much data because:

\_\_\_ didn’t understand the instructions

\_\_\_ didn’t realize enough data was provided

\_\_\_ wanted to provide clarity on their answer

Comments from the participant:

* Did the participant skip any required information or data entry? Why? What comments did they have about that?

Why?

* What questions did the participant ask about while using the material? After using the material?
* Did the participant find the instructions?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Was prompted by the moderator

* Did the participant read the instructions?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Was prompted by the moderator

* If the participant did read the instructions, how helpful were they? What questions and problems did the participant have understanding the instructions?

\_\_\_ participant easily read the instructions and summarized them accurately

\_\_\_ participant stumbled over words

\_\_\_ participant worked over phrases or clauses more than once

Questions from the participant:

How easily and successfully did the participant provide data?

\_\_\_ provided information easily

\_\_\_ required clarification

\_\_\_ did not finish form accurately

Comments and questions from the participant about data requested:

Did the participant know what to do if they made a mistake on their submission?

\_\_\_ Yes (make modifications prior to submission)

\_\_\_ No, did not know you could make changes prior to submission to correct mistakes

What the participant said they would do if they made a mistake:

## Wrap-up and debriefing (5-15 minutes)

Walkthrough comments and questions from participant

Observations of the note taker:

How’s the text size for you?  
Participant comments:

How did using this material for this process compare with the old process?   
Participant comments:

What help do you think that other people might need in using this material?   
Participant comments: