

Testing Tip Sheet

Be prepared to take notes

- Bring a pen, notebook and feedback grid to write down what they say

Introduce yourself and why you want their help

- Explain that you have an idea and you want them to give feedback so you can improve the idea
- Ensure the participant feels comfortable and knows they can't 'get it wrong' or be a bad tester
- Tell them it will take about 15 minutes

Introduce the problem and your idea

- Explain the problem that sparked your idea and the need that it aims to address
- Provide a brief description of how your idea would work and what it would do
- Explain the benefit or value that you hope your idea will provide

Let them try out your prototype, while you listen and observe

- Ask them to think out loud while they interact with your prototype
- Let them think, allow for pauses in the conversation
- Be curious and not defensive—allow your tester to give feedback without making excuses

Complete a Feedback Grid worksheet

- "What do you like about the idea?"
- "What would you improve about it?"
- "What questions do you have about the idea?"
- "What new ideas and suggestions do you have?"

Thank them for their time and input

- Tell them their responses have made a valuable contribution to your organization and their feedback will be used to inform upcoming services, activities and/or programs

IF YOU HAVE EXTRA TIME, YOU CAN USE THESE ADDITIONAL PROMPTS:

- PROVIDE THEM WITH A SCENARIO WHERE THEY WOULD USE THE SERVICE: "IMAGINE YOURSELF IN THIS SCENARIO, HOW DO YOU THINK IT WOULD GO?"
- "WHO DO YOU THINK THIS IDEA WOULD WORK WELL FOR? WHY?"
- "WHEN WOULD IT NOT WORK? WHAT COULD GO WRONG?"
- "WHAT DO YOU THINK ABOUT _____ [A SPECIFIC PART OF THE PROTOTYPE]?"

