



Firefox User Research - Usability Mentorship

This document provides an overview of the usability mentorship program implemented by the Firefox User Research team. In this public facing version, we are sharing the outline of the program, so that others can implement similar formats in their organizations.

Although a series of numbered sessions are outlined below, in reality, each mentor goes at the pace of their mentee. Sessions may happen faster, slower, asynchronously, synchronously, depending on the individual project.

Session 1: Overview

Prerequisites for Mentorship Program

1. Watch [Usability Testing 101 video](#)
2. Complete [intake form](#)

Expectations for program

We ask that you be mindful of the following.

- The program is an opportunity to learn about usability testing in a low-stakes, low-pressure environment. The emphasis here is on learning rather than achieving a hard deadline or an important project milestone. With that in mind, we encourage you to pick a project or prototype that has a more flexible deadline or has a longer timeline.
- When deciding on a project, please pick a project that is not too big in scope. This will make the project more manageable and attainable. (We can talk about project scope more in-depth.)
- The role of the mentor in this will primarily be to provide guidance, resources, and critique along the way. Ultimately, the mentee will be the driver of the research (planning, testing, reporting, etc.).

- By the end, we ask that you document your process (methods) and learnings as a way to share what you learn with others. It could be a deck, presentation, Google doc, etc.

Frequency for meeting

- The mentor will schedule a recurring 30-min long weekly meeting, and can adjust as needed.
- Prior to the meeting, the mentor will send an agenda of topics for discussion, for example, goal setting, recruitment, etc. Please feel free to add to the agenda, especially if there are topics you'd like to address!

Next steps (next session)

Peruse the following resources (in order of importance).

- Read text on [creating a usability test plan](#)
- [Planning a Usability Test](#)
- [Usability Evaluation Basics](#) (The most important part here is the “What is Usability?” section.)
- Read an example research plan & protocol [\[include a link here from your organization\]](#).

Draft research motivation, background, and research questions.

Session 2: Review research questions, start methods section, discuss test script

Agenda

- Discuss research motivation, background, and research questions.
- Write method section & participant screener together.
- Discuss writing a usability test script.

Next steps (the following session)

Peruse the following:

- Task Scenarios (for usability studies):
 - [Task Scenarios](#)
 - [Turn User Goals into Task Scenarios for Usability Testing](#)

- Re-read example research plan & protocol [include a link from here your organization], paying close attention to the task script portion.

Draft task script, and we'll review next session.

Session 3: Review test script, draft schedule, show usertesting.com

Agenda

- Discuss task script, edit together.
- Draft schedule together and review key dates: launch the pilot and full-length research study and final share out dates.
- Share your screen, and show a usertesting.com study from the past.

Next steps

- Check out other usertesting.com tests. [include links here from your organization]
- Finish task script, work asynchronously to edit.
- Set up your test in usertesting.com.
- Review data handling policy. [add your organization's user research data handling policy]

Session 4: Review usertesting.com test, introduce analysis

Agenda:

- Review usertesting.com test together. Preview the test together. Make edits together.
- Discuss how to do analysis. Show example analysis spreadsheet.

Next steps

- Tell mentor when you are ready to launch your pilot study. The mentor will launch the pilot.
- Watch the pilot video. (Mentor: Watch the pilot video, too!)
- Review [analysis tips](#).
- Create an analysis spreadsheet, based on an example. [include a link specific to your organization]
- Watch pilot video again, and log results in the spreadsheet.
- Take notes on things you may want to change after the pilot.

Session 5: Review pilot, launch* study

Agenda:

- Review analysis spreadsheet together.
- Review pilot video together.
- Decide what to change from the test script together. Make changes.
- Launch the rest of the test if it's ready, or launch another pilot.

Next steps

- Watch videos, and log the videos in the analysis spreadsheet.
- Write answers to each of your research questions based on the analysis, including direct quotes or answers to research questions.

Session 6: Review preliminary analysis, introduce reports

Agenda:

- Review analysis spreadsheet together.
- Review answers to research questions together.
- Walk through an example report together.

Next steps

- Review example report. [\[include a link specific to your organization\]](#)
- Write draft report.

Session 7: Review report, introduce share-outs

Agenda:

- Review draft report together, edit together.
- Review sharing out results, particularly delivering difficult results to stakeholders.
- Review how to disseminate research on internal channels (mailing list, Slack, etc.)

Next steps

- Schedule share-out with stakeholders, invite your mentor.

Session 8: Review report, introduce share-outs

Agenda:

- Review draft report together, edit together.
- Review sharing out results, particularly delivering difficult results to stakeholders.
- Review how to disseminate research on internal channels (mailing list, Slack, etc.)

Next steps

- Schedule share-out with stakeholders, invite your mentor.

Session 9: Reflection

Agenda:

- Discuss how the share-out went
- Wrap up and questions

Next steps

- Look for opportunities to do usability testing! Reach out to your mentor for questions.