

InGAME

Innovation for Games
and Media Enterprise

User Testing: Example Session Moderation Guide

Moderation Guide

This document should be used to guide creation of a custom Moderation Guide for the planned user testing sessions.

How to use this document:

- Use the below example as guidance to create a new session outline for the planned user testing sessions
- The output of this process should be a moderation guide which can be used in each session to create a consistent and repeatable flow.
 - This will comprise of a Session Outline and accompanying Scripts

Session Outline

Below is an example Session outline. This can be used as guidance for creating a moderation guide for the user testing session. Not all sections may be relevant, or there may be additional steps required for the specific user testing session planned.

Each section should be marked with who is responsible for that step.

Before the Session

We will:

- Send the Participant Information Sheet, Consent Form and NDA
- Answer any questions about the PIS, Consent Form or NDA
- Send Testing Instructions document, which will contain details on how to install the game

Participants will:

- Send signed copies of the Consent Form

- Follow the Testing instructions document to Install the game ahead of the Testing Session

During the Session

Preparation [SA]

1. Equipment & Area Cleaning (COVID)

Welcome [XY]

2. Meet participants and bring to test location
3. Debrief data collections and recording permissions

Introduction to the session [SA]

4. Start Recording (Zoom/Video/Audio)
5. Objectives and Introduction
6. Setting up and running the game
7. What to do during the session (such as if using Think Aloud)
8. Health and Safety

Pre Play Questions [XY]

9. Pre Task Questions

Play Session/Tasks [SA]

10. Task Overview
11. 20 minute play session
 - a. Participant will play Level 1 for 20 minutes, aiming to complete the level

Post PlayTasks [XY]

12. Follow up on any particular problems that came up for the participant.
13. Post Tasks Questions
14. Stop Recording (Zoom/Video/Audio)
15. Thanks and provide contact information

Observation Areas

As well as general observation notes, specific areas are:

- X
- Y
- Z

[Notes Taking Template Link](#)

Pre Task Questions

Questions to be asked before the play session starts.

- **Demographics**
 - Questions

Post Task Questions

Questions to be asked after the play session is complete.

- **Topic**
 - Question
- **Topic**
 - Question
- **Topic**
 - Question

Build Notes

Details of any notes on the build that may be relevant for the play sessions:

- Temporary Assets
 - X
- Missing Text/Instructions
 - Y

- Bugs
 - Z

Scripts

Below are some example scripts for each of the above stages. These can form the basis of a script that can be used to ensure a consistent experience for each participant.

Objectives/Introduction

- *We are working with the developer of [product/game/tool]. We are doing this testing to help improve the [product/game/tool]. So your input today will help us to improve the [product/game/tool] for other people.*
- *As part of the testing, we'll get you to complete a few tasks, and we'll ask you a few questions before and after.*

Health and Safety

- *For COVID safety, we'll ask you to wear your mask if you are able, and to stay 1m apart.*
- *Also, we'll ask you to put on these gloves while you play.*
- *Any questions?*

Tasks

- *It's important to remember that we're testing the [product/game/tool], we're not testing you, or your ability to play the game. So you can't do anything wrong.*

Playing the Game

- *The games are also designed for people to join in and leave whenever they want.*
- *So we'll start off with everyone playing for a while, and then we'll ask some of you to stop playing for a minute or so, and then rejoin later.*
- *Just follow our instructions.*
- *We'll play for about 15 minutes.*
- *Any questions?*

Think Aloud

- *When you're completing the tasks, we'd like you to 'think aloud' – that is to say what you're thinking as you play [product/game/tool] So, if you were unsure how to do something, you might say 'I'm trying to close the window, but I can't see how to do that. I'm going to try and press the escape key to see if that works'.*
- *You don't need to say every single thing you're thinking, just the parts that relate to the task. Does that make sense?*