

Usability Testing

Task & Scenario Examples

Choose your tasks

- A task explains the behaviour you'd like your user to complete. It may be as easy as "Sign up for a newsletter", or as complicated as "Book the cheapest 1-way ticket from JFK to YVR on March 13th, 2018."
- For a 1 hr session, you want somewhere between **8-10 tasks**.

Create your scenarios

- Scenarios give your users all the information they need to complete the task set before them.
- You want roughly **8-10 matching scenarios** created out of your chosen tasks

Scenario criteria

- State who the user is
- State what the user is attempting to do
- State why the user is attempting to complete the task (if necessary)
- Include enough information to complete the task (eg. You live in New York and are a mother of three)

Task Samples	Scenario Samples
Find the price for a ferry to Nanaimo	You want to ferry ticket to Nanaimo for the morning of March 25th. Find the price for a ferry walk-on ticket. Please start this task on: http://www.url.com
Find arrival time/location for a ferry	Your friend is picking you up from the ferry in Nanaimo. Find out what time your ferry arrives and where your friend should pick you up. http://www.url.com
Find a coffee shop near your hotel	You'll need a place with wifi to work while in Nanaimo. Find the nearest coffee shop to your hotel. http://www.url.com