

**IDEATING & TESTING**

Usability Test Kit

Plan, run, and score a test of your real product

Use this when	Validating a design or live product
Time needed	30–45 min per session
Who's involved	A facilitator and 5 participants
You'll end up with	Observed problems and a SUS score

How to use this kit

A usability test watches real people attempt real tasks with your product. Five participants will surface the large majority of problems. The golden rule: give people tasks to do, never opinions to give, and resist helping when they get stuck — the struggle is the data.

Five rules for the facilitator

- **Tasks, not questions** — hand over a task, then stay quiet.
- **Ask, don't lead** — “What are you thinking right now?” not “Does that make sense?”
- **Don't rescue** — let them struggle; it shows you the problem.
- **Reassure** — “There are no wrong answers — we're testing the design, not you.”
- **Record** — with permission, so you can rewatch.

Test plan

What are we testing, and what do we want to learn?

Participants — who, and how many?

Five users who match your audience is usually enough for one round.

Logistics — where, when, recording, incentive

Facilitator script

Read the intro aloud, then run each task. Keep your own words natural.

Intro (read aloud)

“Thanks for helping. I’ll ask you to do a few tasks with [product]. Think out loud as you go — tell me what you’re looking at and what you expect to happen. There are no wrong answers; we’re testing the design, not you. If you get stuck, that’s useful for us to see. Is it OK if I record the screen and audio?”

Tasks

Write each task as a realistic scenario, not an instruction. “You want to book a pitching assessment for next week” — not “Click the booking button.”

#	Task scenario	Success looks like	What happened / notes

After each task

- “On a scale of 1–5, how easy or hard was that?”
- “What, if anything, was confusing?”

Wrap-up

- “What stood out, good or bad?” “Anything you’d change?” “Anything I didn’t ask about?”

System Usability Scale (SUS)

A quick, standardised questionnaire to put a number on perceived usability. Have each participant rate all ten statements right after their session.

Scale: 1 = strongly disagree ... 5 = strongly agree.

#	Statement	Rating (1-5)
1	I think I would like to use this system frequently.	
2	I found the system unnecessarily complex.	
3	I thought the system was easy to use.	
4	I think I would need support from a technical person to use this system.	
5	I found the various functions in this system were well integrated.	
6	I thought there was too much inconsistency in this system.	
7	I would imagine most people would learn to use this system very quickly.	
8	I found the system very cumbersome to use.	
9	I felt very confident using the system.	
10	I needed to learn a lot before I could get going with this system.	

Scoring (0-100)

- Odd-numbered statements: subtract 1 from the rating.
- Even-numbered statements: subtract the rating from 5.
- Add up the ten adjusted scores, then multiply by 2.5.

Roughly: 68 is average; above 80 is good; below 50 needs work.