

Introduction

Usability testing can be very stressful for participants.

Having observers present can add to this stress. Participants may be nervous and uncomfortable. Therefore please follow these guidelines.

Respect

At all times, we must treat participants with the respect.

- Be quiet. Keep noise levels to a minimum to avoid disrupting the test.
- Do not discuss participants' personal attributes. It is inappropriate to discuss participants in any way that is not directly related to the work we are carrying out.
- Do not include participant names in any notes you make.
- Refrain from joking and laughing, as this may be misinterpreted as being directed at the test participant.
- The test administrator is in charge of the visit. At any stage the administrator may request that any observer leave the area. If this happens, please comply immediately and without discussion.

Wait for the results

You may see behaviour that suggests particular design elements do not work well.

However, please refrain from making design changes until all the participants have been seen and the data analysed.