Use this checklist when planning your UX research so:

* your plan is achievable in the time you have allocated
* you have a schedule for all sessions you can refer to on the day
* you have scripts that you can use to manage unwanted variation.

|  |  |
| --- | --- |
| **Step** | **Complete** |
| Your plan has a schedule of session start and end times that include breaks in between for clean-up and set up of the room and equipment |  |
| Your plan has emergency contact details that participants or building staff can speak to in the advent that you are busy with a participant |  |
| Your script starts with an introduction to tell participants who you are, the purpose of the research , and what they will be expected to do during the session |  |
| Your script clearly and simply and unambiguously describes each task |  |
| Your script avoids leading language and your questions are open ended, not ‘yes’ ‘no’ answers |  |
| Your script avoids using keywords in questions that could inadvertently answer the question for the participant. Try to avoid words that are used in the graphical interface labels and navigation when asking questions, by using alternative words with similar meaning |  |
| Your script contains any pass / failure criteria that is relevant for observers |  |
| The order of tasks in your script mimic the most likely real world use, starting with the first chronological tasks (e.g. registration) and working through to the last (e.g. purchase). If there is no obvious chronological sequence, order the tasks by the level of familiarity needed to complete the tasks from low to high and consider swapping the task order in a few key places |  |
| You have rehearsed your activities to confirm that each task is achievable in the time allocated |  |
| You have asked another person who is unfamiliar with your plan to give you feedback on whether they understood your activities and scripts |  |

TRIM ID: CD/16/413375 | Enterprise Digital, Integration and Application Services