

# Put the Test in Testessen: How do I do this?

The Thinking Aloud Method provides an easy way to find basic issues of your product or service. Below is a quick overview of a few rules of thumb that have proven useful to deliver natural, non-biased test results in this type of usability test.

## **Consider these steps when moderating a user test:**

1. Do not show your test product to the test participant prematurely.
2. Small Talk on Ice Breaking: Thank your subject for taking the test and explain to them that it is the product that is being tested, not them personally so there are no wrong answers.
3. If this is important to you: Tell your subject that the product is a work in progress and is not yet published and that they should talk about it outside of the event.
4. Ask the name and age of the participant and write down the information on the test sheet.
5. Explain the procedure of the test so that they know what to expect. It may sound a little bit like this:  
"In a moment, you'll receive a task from me. You should try to solve the task using the product that I will present to you. It is important that you speak out loud everything that comes to mind."
6. Then you tell the participant the task and show her your test product.
7. During the test, take notes of the most important findings.
8. The test is over when the participant either completes the task or does not complete the task.
9. After the test, you can ask your test subject about the problems that have occurred. It is at this time where you may ask the participant to explain the situation in more detail.  
Possible questions could be:
  - i. What do you think are the strengths and weaknesses of the product?
  - ii. What would you tell your friends about the product?

- You can also ask for contact details for further testing if necessary.