# Test-

# template

## PART 1: SCENARIOS

(Write out the scenarios that you wish to test and formulate a number of tasks)

### Scenario 1

**Brief description:**

**Tasks for test persons:**

**Target groups for the test:**

Example:

* Mix in sex: 50% boys – 50% girls (this should be the standard, only when justified, can none decide to have a different sex balance in a sample for a test).
* Mix in socio-cultural backgrounds: youth from both autochthonous and immigrant origin
* Mix in age
* Mix in social class
* People with an impairment
* …

## PART 2: TASK 1: [Description of the task]

*(Use a different page for each task.* Fill in advance for each task, the touchpoints and the points you want attention to be paid to. During the test, add your observations and comments)

|  |  |
| --- | --- |
|  | Touchpoint 1: [name] |
|  | Write here the points you wish to pay attention to |
|  |
|  | User experience (actions, interactions) |
| + | Describe here what went well  |
| - | Describe here what went less well  |
|  |
|  | User experience (body language) |
|  | Describe here the expressions and body language of the test person  |

## PART 3: Questionnaire for the conversation afterwards

(Write down questions for the discussion after the test)

### General experience

* How did you find this experience?
* What was the most positive about it?
* What was the most negative about it?

### For each touchpoint

* Did you get help straight away/did you find (xxx) fast?
* What was the most positive?
	+ Why was this positive?
* What was the most negative?
	+ Do you have any suggestions for improvements?

### Closing question

If you can choose only one...

* Which improvement idea should we certainly keep?
* Which improvement idea should we better skip?