

Hall Monitor's Guide

Thanks for helping out with today's usability tests!

Since I'll be in the test room with the participants, I need your help making sure things run smoothly in the observation room.

Here's what you can do:

- Read the *Instructions for Usability Test Observers* so you know what observers need to do.
- Make sure that everyone gets a copy of the handouts as they arrive:
 - *Instructions for Usability Test Observers*
 - The test script
 - The scenarios for the tasks the participants will be doing
- Make sure everyone can see and hear the test. If there's a problem with the screen sharing or the audio, try to troubleshoot it. If you can't get it working right away, call me in the test room at _____. I'll stop the test and help you fix it.
- Try to head off any extended off-topic conversations, which can interfere with people's ability to concentrate on the test. (Limited conversation about what's happening in the test room is fine.)
- Remind people to step outside if they need to take phone calls. (Usually all you have to do is make eye contact with them and point to the door—with a smile, of course—as they put the phone to their ear.)
- As soon as each session ends, remind everyone to go back through their notes and jot down the top three problems they noticed during the test. And if they can't come to the debriefing, ask them to leave their list of problems with you.