

How to support a user-test session: Your quick guide

⇒ Review the San Jose Digital Services Privacy & Ethics procedures.

⇒ If you are recruiting participants:

- Introduce yourself using the script below and remind people that it's short.

“Hi, my name is _____. We’re working with the City to help make the (insert name of city service) more user-friendly. We’d like your feedback on a few ideas we’re testing. It’s short, and will only take 10 minutes. (Mention something about incentives if any exist).”

- Try to recruit a diverse pool of participants.
- Don't be aggressive and be mindful of the individual's ability to consent (e.g., minors) and any power imbalances between you and the individual.
- If you're at the Permit Center, offer to keep an eye on their number.

⇒ Ensure participants complete the consent form.

⇒ If you are taking photos:

- Exclude participant faces.

⇒ If you are taking notes during a test session:

- Silently observe (we don't want to give clues or tell them what to do).
- Jot down 2 to 3 things the user struggled with (if anything) and any surprises.
- Don't write down anything a user says that's embarrassing or incriminating.