

USABILITY TESTING

Define the question before filling the canvas. Use a separate copy for a different scenario or decision.

01 / SCOPE, QUESTION & DATE

What decision should this work support? What is inside the boundary?

02 / PARTICIPANT & SETUP

Relevant experience, access needs, consent and prototype limitations.

TASK & SUCCESS CRITERIA

Describe a realistic goal without naming the interface controls.

03 / OBSERVED ATTEMPT

Record sequence, outcome and where difficulty occurred.

ASSISTANCE & INTERPRETATION

When did help occur? What explanation still needs checking?

04 / PROPOSED CHANGE

Connect the issue to its consequence and specify what to retest.

BELOW THE SURFACE

Help changes what the result means. Record reasoning before committing to the next step.

UNAIDED ATTEMPT

What happened before any help?

INTERVENTION

What help was given, and at which point?

CONSEQUENCE

What did the difficulty prevent or put at risk?

ALTERNATIVE EXPLANATION

Could task wording or prototype limits account for it?

REVISION TO TEST

Which change addresses the suspected cause?

RETEST / OWNER

What would count as useful evidence in the next session?