**Example Schedule**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| *Week 1* | Recruit participants | Recruit participants | Recruit participants | Recruit participants | Recruit participants |
| *Week 2* |  | Send task list to team for review |  |  |  |
| *Week 3* |  | Book time for team to attend sessions |  |  | Check tasks work with system |
| *Week 4* | Reconfirm participants | Set up room  Run sessions | Run sessions  Team debrief | Produce report for team |  |

* Recruiting participants will probably have to happen in among your other normal tasks. You might even have to make calls in the evening in order to contact people who are at work during the day. Send a follow-up e-mail as soon as you get off the phone with suitable individuals.
* Make sure you get the team’s buy-in by sending out the list of research questions in plenty of time for them to comment.
* Put meeting requests in the team’s schedule for each participant session. Make it clear that you expect them to attend, plus bribe them with cookies or pizza in the observation room.
* If you are using a live system, check that the tasks you want participants to perform are achievable shortly before you plan to run the sessions.
* Reconfirm with each participant the day before the sessions. This is a good reminder for them and also gives you time to reschedule if participants say they can’t make it.
* Set up the session environment, run the sessions, and do a debrief with the team. Details are shown below.
* Quickly produce a report after the sessions and debrief – nothing fancy, just a synopsis of what happened and what the team said they’d do about it. Get this out to the team the day after the study. Speed is more important than a polished report because they’ll be making fixes based on what they saw anyway.

**Study session schedule (Tuesday and Wednesday of Week 4)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 9:00 |  | Setup time |  | Session 3 |
| 9:30 |  |  |  |  |
| 10:00 |  |  |  |  |
| 10:30 |  |  |  | *System reset* |
| 11:00 |  |  |  | Session 4 |
| 11:30 |  |  |  |  |
| 12:00 |  | *Lunch* |  |  |
| 12:30 |  | Session 1 |  | *Lunch* |
| 1:00 |  |  |  | *System reset* |
| 1:30 |  |  |  | Session 5 |
| 2:00 |  | *Time to fix things* |  |  |
| 2:30 |  | *System reset* |  |  |
| 3:00 |  | Session 2 |  |  |
| 3:30 |  |  |  | Team debrief or |
| 4:00 |  |  |  | additional session |
| 4:30 |  | *Time to fix things* |  |  |
| 5:00 |  | *System reset* |  |  |

* Schedule in time to fix anything that is wrong with the task list or the system after the first and second session.
* Reset the system (clear cookies, cache, remembered passwords, etc.), tidy up the room, and put your task sheets back in order after each session.
* The fourth time block on the second day is for the team to compare notes and decide on the priority of the issues they saw. If necessary, you can use this time instead for an additional session if a participant canceled at the last minute.