Usability testing is a popular UX research methodology. In a session, a researcher asks a participant to perform tasks, usually within a specific product or service. While the participant completes each task, the researcher observes the participant’s behavior and listens for feedback.

**Why Usability Test?**

- Uncover Problems
- Discover Opportunities
- Learn About Users

**Top Tips**

- **Recruit realistic participants** — people who would actually perform these tasks in real life.
- **Use 5-8 participants** for qualitative usability testing.
- **Avoid influencing participants** during testing. The easiest way to do this is stay quiet during the study.
- **Ask open-ended, neutral questions** when you speak to the participant.

[https://nngroup.com/articles/usability-testing-101](https://nngroup.com/articles/usability-testing-101)