Mediated vs. Unmediated Testing - Website Usability Testing Guide

Mediated vs. Unmediated Testing

Below are some of the differences between mediated and unmediated user testing.

Mediated

Unmediated

Staff person walks the tester(s)through a series of tests and follows a script

Less structured allowing the user to act naturally with minimal input

Script describes the test, handles user questions, and concludes the test	You may choose to record a user's screen or monitor their clicks to evaluate how they use the site
Moderator says and acts exactly the same to avoid bias	You can follow-up with a debrief or focus group with a moderator

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