Performing Basic Usability Testing

Group Member Names: __________________________

**Assignment ::**
For this lab, we will be practicing basic techniques for performing usability testing. In groups of two, take turns playing both the role of **monitor/recorder** and **participant**. There are two evaluation tests to perform, and two existing Web sites to perform them on. Each group member should perform the tests on one of the two Web sites listed on the whiteboard.

You can use Google to find the Web addresses, though doing so should not be a part of the usability test—simply start from the organization’s home page.

**Roles ::**
As the **monitor**, do what you can to introduce the test to the participant and ask them to perform the tasks listed. In addition, play the role of **recorder**, making note of the information gathered during the test.

As the **participant**, listen to and follow the instructions as given by the monitor. Perform the tasks to the best of your ability.

**Documentation ::**
Be specific in your documentation. Make note of durations, navigation paths, and anything that relates to the task. Things to be looking for include:

- Did the participant complete the task?
- Number of steps to complete a task.
- Time to complete a task.
- Participants subjected rating of the ease of a task.
- Number of errors by the participant.
- Include documentation of a basic user profile.
Tests ::

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Site: _____________________

Goal of Test: **What is tuition (not including room and board) for one year of schooling, while pursuing a non-technical undergraduate degree?**

Did the participant complete the task?  Yes  No

Time taken to complete: ________

Participant’s rating of ease of completing this task: 1 2 3 4 5  

difficult  easy

Participant Steps:

Participant Errors:
Site: _____________________

Goal of Test: Learn exactly how much HBO costs per month with a “basic” cable package (not the introductory rate).

Did the participant complete the task? Yes  No

Time taken to complete: ________

Participant’s rating of ease of completing this task:  1  2  3  4  5
difficult  easy

Participant Steps:

Participant Errors: