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Website: <https://www.palaceskateboards.com/>

Bolded questions are one’s I added for the assignment, otherwise I will be using the layout format Erika gave us.

**User Scenarios and Specific Tasks**(this is a summary of how to think about and create tasks for inclusion in your   
testing script)

First, as a few general / introductory questions (make these your own):

* Have you visited this site before?
* What do you think the purpose of this site is?
* Who do you think the intended audience is?
* *Anything you’d like to add?*

Write 2-4 specific tasks/scenarios for each usability issue (it’s going to be around 8-10 questions total):

* Example Task: Please find/do X. Describe to me what you are thinking and doing.
* Example Scenario: *You have 20 people in your party. Is there a way to accommodate everyone at this restaurant?* How would you find out on this site?

**1. Can you find me a Rugger Bugger Rugby Multi under the web shop? (It’s a type of fancy shirt)**

**(Time them to see how long it takes the user to find it)**

**-Was finding this item easy or difficult?**

**-What would have helped you to find this shirt?**

**2. Have the user find an item that is not sold out, add it to cart, and have them pretend to checkout (They will not be buying anything!). When they are done, have them remove it to cart.**

**-Did you have any problems with this process?**

**-Do you believe the remove button should be larger?**

**3. When a user is done with the web shop, try to have them go back to the home page without using the back-arrow.**

**-Did you find it frustrating that there is no home button?**

**-Were you at all confused by the changing colors of triangles at the top of the page?**

**-What would be more helpful for a better navigation?**

**-What other suggestions do you have to make the easier to use?**

When possible, ask questions where the user to Prioritize / Rank / List:

* + What are three things you noticed on the home page?
  + What are important facts that you remember about the content?
  + How difficult would you say it was to find the contact information?
    - Extremely difficult
    - Somewhat difficult
    - Neither difficult, nor easy
    - Somewhat easy
    - Extremely easy

It’s not enough just to write the tasks.. when you test, you may need to encourage your person to keep talking through what they are doing:

**Prompt**during the test, as in… *What would you do next? How would you find this out? Did you find what you were looking for?*

**Debrief** after the test…

* Can you return to the home page from here (after completing a task)?
* Do you recognize any other functions on this page that might have helped you to do this?
* Was there something missing that you were expecting to see?

Add a few exit questions (make these your own):

**1. What was enjoyable about using this website?**

**2. What made using this website challenging?**

**3. What would you do to improve the navigation of the website?**

**4. What would you improve about the design of the website?**

**5. Would you revisit or use this website again?**