

What follows below is a script used to introduce the test, followed by task instructions:

Usability Testing Tasks for UMass Amherst Financial Aid Webpages

Introduction:

Hi, _____. My name is Abby, and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why I asked you here, but let me go over it again briefly. I'm asking people to try using the UMass financial aid webpages to see whether they work as intended. The session should take about an hour.

The first thing I want to make clear right away is that I'm testing the web pages, not you. You can't do anything wrong here.

As you go through the tasks, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to me.

Also, please don't worry that you're going to hurt my feelings. We're doing this to improve the web pages, so I need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since I'm interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then. And if you need to take a break at any point, just let me know.

I'm going to record what happens on the screen and our conversation. The recording will only be used to help me figure out how to improve the site, and it won't be seen by anyone except for me and my faculty advisor.

Next, I'm going to ask you to sign a CONSENT FORM (sent to the participant ahead of time) that provides more information about this study so that you can make an informed decision about participation in this research.

Do you have any questions for me?

First, navigate to the [UMass Amherst website](#).

Task 1: Calculating the Total Cost of Attendance

Scenario: You are an in-state undergraduate student looking to calculate the total cost of attending UMass Amherst.

Task: Using the UMass Amherst website, find an estimate of the total in-state undergraduate costs for 2022-2023.

Task 2: Calculating Cost of Attendance Minus Grants

Scenario: You are a prospective first-year student planning on receiving financial aid. You want to find information about the cost of attending UMass Amherst, minus grants.

You are:

- 18 years old
- Plan to live in a dorm
- Live in Montana
- Unmarried and childless
- Are an only child living with one parent
- Have an annual income of \$15,000

Task: Find the cost of attending UMass Amherst for the 2022-2023 school year minus grants.

Task 3: Evaluating Housing Options

Scenario: You are an accepted first-year student evaluating housing options for the 2022-2023 school year.

Task: Identify the cost of a first-year dorm with two people in the Honors College.

Task 4: Evaluating Dining Options

Scenario: You are an on-campus accepted first-year student looking to evaluate on-campus meal plans.

Task: Identify the least expensive on-campus meal plan available for first-year students.

Task 5: Finding Scholarships

Scenario: You are an accepted first-year student interested in learning about scholarships available to incoming students at UMass Amherst.

Task: Locate one scholarship available to accepted first-year students at UMass Amherst on the UMass Amherst website.

Wrapping Up:

- Do you have any questions and/or feedback for me?

- Does your disability affect how you interact with the web?
- Which task did you find the easiest to complete? The most difficult?
- If you could speak directly with the folks who design the UMass website, is there anything you'd want them to know?
- Thank you very much for taking the time to speak with me.