

Intro to Testing Without Moderator Interaction



Welcome and Purpose

Thank you for agreeing to participate in this Web site evaluation. Today we are asking you to serve as an evaluator of this Web site and to complete a set of scenarios. Our goal is to see how easy or difficult you find the site to use. We will record your reactions and opinions; so, we may ask you to clarify statements that you make from time to time.

Roles

Test Facilitator

I am here to record your reactions and comments of the Web site you will view. I have a colleague helping me take notes and observe your interaction with the site.

During this session I will not be able to offer any suggestions or hints. There may be times, however, when I will ask you to explain why you said or did something.

Test Participant

I will ask you to search for information on this site to learn if it works well for you. We will do this by giving you scenarios or tasks to complete on the site. You also will be asked a series of questions about your experience at the end of this session.

Things to Keep in Mind

Here are some things that you should know about your participation:

- What we are doing today is all about how easy we have made it for people to use the site.
- There is no right or wrong answer. If you have any questions, comments or areas of confusion while you are working, please let me know.
- If you ever feel that you are lost or cannot complete a scenario with the information that you have been given, please let me know. I'll ask you what you might do in a real-world setting and then either put you on the right track or move you on to the next scenario.
- We will be recording this session for reference if needed. Your name will not be associated or reported with data or findings from this evaluation. Please fill out the consent and release form. (If they have not already done so.)
- Finally, as you use the site, please do so as you would at home or your office. I do ask that when looking for information, you do so as quickly and as accurately as you can.

Do you have any questions before we begin?