

Beginners Usability Test Protocol

Introduction

(Following informed consent...)

Thank you for agreeing to participate. For the next **30 minutes**, we will be looking at a website to gain insight into how you would use it and how to make it easier to use. Keep in mind though, that **this is not a test of you, we are evaluating the website**. Your name and any other personal information will not be included in the notes and will be kept strictly confidential.

Do you have any questions or concerns before we begin?

Background

First, let me ask you a few questions about your previous experience using online learning services.

What learning services do you use?

Do you prefer reading something or watching something when learning?

What are your favorite features of them?

How do these services help you learn efficiently?

What things could be improved with these services?

TASK 1

Your current iPhone is very old and is starting to fail, so you decide it is now time to upgrade to a newer model. You want to pick a model that isn't too expensive but is still in-style. Try to search up a video that compares different iPhone models.

Task completed successfully: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 2

It's your mom's birthday and you wanted to make it special by cooking some barbeque for her. However, you have no knowledge on grilling. Try looking up videos about grilling.

Task completed successfully: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

TASK 3

You are a tutor for a Usability Engineering course who wants to make educational content for your peers. Try creating a new guide that explains the 3 most important aspects of UX.

Task completed successfully: ☐ Yes ☐ No

On a scale from 1 to 5, where 1 is "Very Difficult" and 5 is "Very Easy", how would you rate completing this task on this prototype? Why?

Debrief

In regards to the product:

What did you like best?

What could be improved?

Does the organization of courses/videos/other affiliated course material make sense?

What other features would you like?