

USER TESTING INSTRUCTIONS

Mobile is off or open to Google

Hi, _____. My name is Christine, 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.

I'm asking people to try using a website that we're working on so we can see whether it works as intended, especially for mobile users. The session should take about 10 minutes.

The first thing I want to make clear right away is that we're testing the site, not you. You can't do anything wrong here. In fact, this is the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you 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.

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.

With your permission, I'm going to record what happens on your mobile screen and our conversation as you navigate around the site. We'll be doing this via a Zoom meeting on your phone where you will share your screen with me. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project.

Do you have any questions so far?

THE QUESTIONS

OK. Before we look at the site, I'd like to ask you just a few quick questions.

First, what's your occupation? What do you do all day?

Roughly how many hours a week altogether would you say you spend using the Internet, including Web browsing and email, at work and at home?

What kinds of sites (work and personal) are you looking at when you browse the Web?

Do you have any favorite Websites?

THE HOME PAGE TOUR

OK, great. We're done with the questions, and we can start looking at things.

Please go search for Seattle University on your phone.

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to, but don't click on anything yet.

THE TASKS

Thanks. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud.

I'm also going to ask you to do these tasks without using Search. We'll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

The first task: You are a current student and you want to know how to apply for emergency funds. What would you do?

The second task: You are a current student and you want to know what you should do about considering credit/no credit options for Winter Quarter. What do you do?

Read the first scenario aloud.

Allow the user to proceed until it's complete or the user becomes very frustrated.

Repeat for each task or until time runs out.

WRAPPING UP

Do you have any questions for me, now that we're done?

Stop the screen recorder and save the file.

**Thank them and let them know that their experience
will help us make a better webpage.**