

TEST SCRIPT:

user testing of hurricanegolf.com

Hello and thank you for assisting me with this project today. The purpose of this activity is to observe average web users navigating the features of a website. This activity has nothing to do with judging your ability, but rather the effectiveness of the website's design. If a task is difficult, it is a reflection of the site's design, not your ability. If at any point you have decided that a certain task cannot be performed using the site or you would have given up under normal browsing circumstances, that's an acceptable response. Please don't feel like you need to find the answer.

The site we'll be looking at today is hurricanegolf.com. Let's take a look at the home page now. Judging by this page, can you tell me what this website is for?

Ok, now that we've reviewed the home page, let's see what information can be found here. Let's say you ordered, it was shipped to you and you have decided to return it. You made the order two weeks ago and the package is unopened. Are you able to return your product according to the return policy?

Thank you for that. Let's try another challenge. Can you locate the number of left-handed sets of irons for sale?

Ok great. Last question. You have placed an order and are interested in tracking the order. Can you find out how to do this?

And that's it, thank you for helping me out with this assignment today, I know it might have seemed unusual at times, but this type of activity produces very useful results for developers. Thank you again!