

Ask testers to complete either Scenario A or Scenario B. Afterwards, ask them the questions in Section 3.

1 Scenario A

Ask the user to find information on a Computer Science course.

Try to make the following observations

- How long did it take them?
- Do they seem frustrated at any time?
- Did they seem confused at any time?
- Did they ever ask for help?

2 Scenario B

Ask the user to casually browse the website. Tell them to click on what interests them.

Try to make the following observations

- Do they seem frustrated at any time?
- Did they seem confused at any time?
- How long did it take them to ask for help?

3 Questions

- 1** How easy was it to find information?
- 2** What do you think the sliders on the main page do?
- 3** Was the layout on the search results page easy to understand?
- 4** Was the layout on the table page informative?
- 5** Did you find the university main page attractive?
- 6** If you could improve the site in any way, what would you do?
- 7** Do you have any other comments?