

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?

Hard 0 1 2 3 4 5 Easy

2 What do you think the sliders on the main page do?

3 How easy was the layout on the search results page understand?

Hard 0 1 2 3 4 5 Easy

4 How informative was the table page?

Not informative 0 1 2 3 4 5 Informative

5 How attractive did you find the university main page?

Not attractive 0 1 2 3 4 5 Attractive

6 If you could improve the site in any way, what would you do?

7 Do you have any other comments?