

Ask testers to complete either Scenario A or Scenario B. Afterwards, ask them the questions in Section 4.

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

You have suddenly realised that you don't like your degree. You have decided to follow your true passion, Architecture. Find the Architecture courses with the highest student satisfaction rate.

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 Scenario C

You're a busy parent looking to find courses for your child. You think they want to study something creative, but you are worried they won't be able to earn a living if they do. You decide to find out which creative courses have high employment rates and salaries.

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?

4 Scenario D

Try using the search bar to find one of the courses you were looking at earlier.

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?

5 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 to 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?