

Terre Haute Youth Services

Usability Testing



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**Important Information:**

All information given is private and will only be used for improvement of the Terre Haute Youth Services Project. As this is a project in progress it is recommended that information provided to the system is fabricated. This test is intended to gather information of reliability and user friendliness and is in no way a finished product. All information given to the Terre Haute Youth Services website will be deleted before release of the final product.

**Goal of Study:**

Our goal for this study is to acquire information from users who will being using the system built for Terre Haute Youth Services. We will use all information gained from this study to improve design, functionality, and convenience for the user. Any recommendations or possible errors you may discover we would greatly appreciate feedback on.

Questions etc: contact Info

**Task Completion**

For this section of the study please complete each assigned task, provide feedback and give each a rating for ease of use from 1 to 5.

**Simple Difficult**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **1** | **2** | **3** | **4** | **5** |
|  | **Task** |  |  |  |  |  |  |
| 1 | Navigate to <http://thyf.azurewebsites.net/> |  |  |  |  |  |  |
| 2 | Create an account |  |  |  |  |  |  |
| 3 | Sign Into Account |  |  |  |  |  |  |
| 4 | Navigate to Frosty 5k Event |  |  |  |  |  |  |
| 5 | Register for Frosty 5k Event |  |  |  |  |  |  |
| 6 | Return to Home |  |  |  |  |  |  |
| 7 | Navigate to the Bowling for Kids Event |  |  |  |  |  |  |
| 8 | Update Account information |  |  |  |  |  |  |
| 9 | Log out of account |  |  |  |  |  |  |
| 10 |  |  |  |  |  |  |  |

**Personal Experience/Opinions**

**Strongly Strongly**

**Disagree Agree**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | **1** | **2** | **3** | **4** | **5** |
|  |  |  |  |  |  |  |  |
| 1 | I would use this website. |  |  |  |  |  |  |
| 2 | I found the website unnecessarily complex. |  |  |  |  |  |  |
| 3 | I think I would need the support of a technical person to be able to use this website. |  |  |  |  |  |  |
| 4 | I felt that the website was able to run smooth and quickly. |  |  |  |  |  |  |
| 5 | I was able to find information I needed easily. |  |  |  |  |  |  |
| 6 | I would recommended the website to others. |  |  |  |  |  |  |

1. **How would you describe the website in one or more words?**
2. **If you were to review the website what score would you give it out of 10? Why that score?**
3. **What did you find the most difficult/frustrating about the website?**
4. **Overall how easy did you find the website to use?**
5. **If you could change one thing about the website what would it be and why?**
6. **What do you like best about the website?**
7. **What do you like least?**
8. **How can we improve the website?**

**Additional Comments/Feedback:**