**User Scenarios and Specific Tasks**

General questions:

* Have you visited this site before?
* What do you think the purpose of this site is?
* Who do you think the intended audience is?
* *Anything you’d like to add?*

When possible, ask questions where the user to Prioritize / Rank / List:

* What are three things you noticed on the home page?
* What are important facts that you remember about the content?
* How difficult would you say it was to find the contact information?
  + Extremely difficult
  + Somewhat difficult
  + Neither difficult, nor easy
  + Somewhat easy
  + Extremely easy

Write 6-10 specific tasks/scenarios:

* Example Task: Please find/do X. Describe to me what you are thinking and doing.
* Example Scenario: *You have 20 people in your party. Is there a way to accommodate everyone at this restaurant?* How would you find out on this site?

**Prompt**during the test, as in… *What would you do next? How would you find this out? Did you find what you were looking for?*

**Debrief** after the test…

* Can you return to the home page from here (after completing a task)?
* Do you recognize any other functions on this page that might have helped you to do this?
* Was there something missing that you were expecting to see?

Exit questions:

* Is something about the site too obtrusive?
* Is something about the site too well hidden?
* If you could change one thing about this site, what would it be?
* Would you return to this site in the future?