

Usability Test Script

New Logo Module Settings for WebManager

Objective

Can users navigate the logo module settings to effectively place a logo on the site?
Gauge how well they understand the resizing options.

Introduction

- Today, we are performing a usability test involving the WebManager website builder. More specifically, the logo module.
- We will be conducting this test on laptop and desktop computers. We will ask what type of computer and web browser you are using for this test.
- What looks “good” to you is subjective. There is no “one” way of achieving the goal of each prompt. No right or wrong answers, every answer is valuable.
- Please speak out loud as you go through each prompt and scenario/task.
- Don't rush, go at your own pace.
- Is it OK to share your screen with us and for us to record?

Opening Questions

- What's your name, role at the company, and are you using a desktop or laptop?
- How familiar are you with computers and technology?
- Have you ever used a website builder before and if so, which ones?
- Have you ever used WebManager before and if so, to what extent?
- Are you familiar with the current logo module on WebManager?
- What are your thoughts on logos for businesses?

Scenario/Tasks

Scenario #1

You are an intern at *Holmdel Law Firm*. Your first project was to put together their new site using WebManager. You have just finished building the main bulk of the site. You left the logo out because they had a separate designer working on it. The attorney has sent you over 3 separate files, which are now saved on your desktop. The website is almost complete, just one last thing to do.

Task

From the homepage, locate where you would need to place the logo. Try to open the logo module settings. *Vocalize your process and when you believe that you have completed the task.*

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #2

The firm trusts your judgment and eye for design. What “looks best” is fully up to you.

Task

Try uploading one of the logo files. The choice is yours. *Vocalize your process and when you believe that you have completed the task.*

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

☐ “logo-1.png” aka (large logo)

☐ “logo-2.png” aka (medium logo)

☐ “logo-3.png” aka (small logo)

Scenario #3

The law firm wasn't happy with your first choice. They have asked you to try one of the other two options.

Task

Try to upload one of the other two options you haven't selected. *Vocalize your process and when you believe that you have completed the task.*

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

☐ "logo-1.png" aka (large logo)

☐ "logo-2.png" aka (medium logo)

☐ "logo-3.png" aka (small logo)

Scenario #4

The firm has gotten back to you, they like the file you chose, they would like to make the logo smaller. Maybe about 50% smaller. *Note: keep in mind that the slider works but you need to click on it (no drag feature).*

Task

Try to make the logo appear smaller on the site. *Vocalize your process and when you believe that you have completed the task.*

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #5

With the current file, the firm would like to see the size be changed exactly 150% larger.

Task

Try to make the logo exactly 150% larger than its original size. *Vocalize your process and when you believe that you have completed the task.*

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #6

The firm wants to see what the logo will look like 300px large.

Task

Try to make the logo exactly 300px tall.

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #7

The firm wants to see what the logo will look like 300px large.

Task

Try to make the logo exactly 300px tall.

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #7a (if the user chose logo-1)

[If you chose logo-1] The firm wants you to try logo-3 and to increase the size to 150%.

Task

Change the file to logo-3 and resize it 150% larger. What are your thoughts on how it looks? Any idea why it might look like this compared to the other file you were working with?

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Scenario #7a (if the user chose logo-2 or logo-3)

[If you chose logo-2 or logo-3] The firm wants you to try logo-1 and to decrease the size to 50%.

Task

Change the file to logo-1 and resize it 50% smaller. What are your thoughts on how it looks? Any idea why it might look like this compared to the other file you were working with?

On a scale of 1 - 5, how easy/difficult was it to complete your task?

Easy

Difficult

1

2

3

4

5

☐☐☐☐☐

☐ Direct

☐ Indirect

Notes:

Final Thoughts

- How do you feel about using this logo editor?
- Is there anything you noticed or something that stood out to you about your experience with the editor?
- When using the editor were there any features that didn't make sense to you?
- Did you prefer to use the slider when editing the image size or did you prefer the "custom" option?
- Any other general comments?