

Usability Script:

Hi, _____. My name is Lio, and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

You probably already have a good idea of why I asked you here but let me go over it again briefly. I am asking people to try using a Web site that is already developed so I can see whether it works as intended. The session should take about an hour.

First thing I want to make clear right away is that I am testing the *site*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes. As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to me.

Also, please don't worry that you're going to hurt my feelings. We're doing this to improve the site, so I need to hear your honest reactions. If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then. And if you need to take a break at any point, just let me know.

You may have noticed my phone set up to record. With your permission, I am going to record what happens on the screen and our conversation. The recording will only be used to help me figure out how to improve the site, and it won't be seen by anyone except the people working in my class. And it helps me, because I don't have to take as many notes.

THE QUESTIONS

OK. Before we look at the site, I'd like to ask you just a few quick questions. First, what's your occupation?

- What do you do all day?
- Roughly how many hours a week altogether?
- Just a rough estimate would you say you spend using the Internet, including Web browsing and email, at work and at home?
- What kinds of sites (work and personal) are you looking at when you browse the Web?

- Do you have any favorite Web sites?

THE HOME PAGE TOUR

OK, great. We're done with the questions, and we can start looking at things. First, I'm going to ask you to look at this page and tell me what you make of it:

- what strikes you about it?
- What you can do here? and what it's for?

Just look around and do a little narrative. You can scroll if you want to, but don't click on anything yet.

THE TASKS

- Make an online reservation: Can you make an online reservation?
- Find the menu: Can you place an order of your choice.
- Find happy hour menu: What time is happy hour?
- Cuisine influence/background: Can you identify the background of this cuisine?

