**Test Script**

***Introduction***

As part of our graduate course (Software Testing, Maintenance, and Quality Assurance) we have been asked to create and run usability tests for 2 products (Google search and Yahoo search).  We will start off with a pre-test questionnaire and then get into the test scenarios.  There will be post-task questions after each task, and a post-test questionnaire at the end.  We thank you for your participation.

***Pre-Test Questionnaire***

|  |  |
| --- | --- |
| **Pre-Test Questionnaire** | |
| Job Title |  |
| Years of experience |  |
| Frequency of use / Approximate number of hours per week spent on internet |  |
| Age |  |
| Name |  |
| Gender |  |
| Familiar with Google? (Y/N) How familiar (Scale of 1-10) |  |
| Familiar with Yahoo? (Y/N) How familiar (Scale of 1-10) |  |
| Operating System/Device accessing from |  |

Please time each task and count the number of clicks.

***Test Scenarios***

Task 1a:

GOOGLE

Find the best Egyptian restaurant in Santiago, Chile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 1b:

YAHOO

Find the best Egyptian restaurant in Santiago, Chile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 2a:

GOOGLE

Find the most recommended/best rated auto mechanic for Range Rover in Miami, Florida

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 2b:

YAHOO

Find the most recommended/best rated auto mechanic for Range Rover in Miami, Florida

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 3a:

GOOGLE

Find the best scenic route driving from Washington, DC to Grand Rapids, Minnesota

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 3b:

YAHOO

Find the best scenic route driving from Washington, DC to Grand Rapids, Minnesota

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 4a:

GOOGLE

Search for information about a car you might like to buy. Discover available features, price, locations where you can buy the car.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 4b:

YAHOO

Search for information about a car you might like to buy. Discover available features, price, locations where you can buy the car.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 5a:

GOOGLE

Search for a vacation rental property. Find a property with desired number of bedrooms and bathrooms in desired price range. Find location of property and contact information for owner/realtor.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

Task 5b:

YAHOO

Search for a vacation rental property. Find a property with desired number of bedrooms and bathrooms in desired price range. Find location of property and contact information for owner/realtor.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Task Questionnaire** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Did you find the information you were looking for? |  |  |  |  |  |
| Was the website helpful in finding the information needed? |  |  |  |  |  |
| Was the information presented by the website relevant to what you were looking for? |  |  |  |  |  |
| If additional hints were provided during the search, how helpful were they? |  |  |  |  |  |
| Was it easy to complete the task? |  |  |  |  |  |
| How many clicks did it take to get to your desired result? |  |  |  |  |  |
| Was the site available when you tried to access? |  |  |  |  |  |

***Post-test questionnaire***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Test Questionnaire - GOOGLE** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Have you used the site for doing other searches before? |  |  |  |  |  |
| Was the website easy to use? |  |  |  |  |  |
| Was the website helpful in finding the information? |  |  |  |  |  |
| How easy was it to make correction during search? |  |  |  |  |  |
| Any suggestion to improve the website? (fill-in) |  | | | | |
| What are your favorite features? (fill-in) |  | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Post Test Questionnaire - YAHOO** | | | | | |
|  | Yes / Strongly Agree |  | Neutral |  | No / Strongly Disagree |
|  | 1 | 2 | 3 | 4 | 5 |
| Have you used the site for doing other searches before? |  |  |  |  |  |
| Was the website easy to use? |  |  |  |  |  |
| Was the website helpful in finding the information? |  |  |  |  |  |
| How easy was it to make correction during search? |  |  |  |  |  |
| Any suggestion to improve the website? (fill-in) |  | | | | |
| What are your favorite features? (fill-in) |  | | | | |