# Zillow - Comparative User Testing

## INTRODUCTION

Zillow is a rental listing website for the USA and Canada. I will ask you to perform a series of tasks, after these tasks, I will ask you to rank the task on a scale of 1 – 5 with 1 being very easy and 5 being very difficult. I will also ask you to comment on the layout of the page itself.

[For tester only] ->

* You will need a screen recording software (ideally one that also voice records, I recommend OBS)
* **You will need to be signed into your account**, or create an account using <https://temp-mail.org/en/> (remember to note the temp email and password for login)
* Premade tester account details:
  + Username: gepanam644@mainoj.com
  + Password: Pass\_word23
* Link to Zillow: <https://www.zillow.com/>

## Enter Baltimore into the search.

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.
* How do you find the layout of this page?

## [OPTIONAL -> Only if “For Sale” properties displaying] Can you change the results to For Rent.

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Using the map, select a property to view.

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.
* How do you find the layout of this page?

## Please select the property to view in greater detail.

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.
* How do you find the layout of this page?

## Would you change anything about this layout?

## Can you save this property?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Can you apply to this property, do not actually submit the application?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Can you please locate your saved properties?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.
* How do you find the layout of this page?

## Going back to browse, can you apply some filters?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Can you save your search?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Can you please locate your saved searches?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.
* How do you find the layout of this page?

## How would you view that saved search?

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## Please return to saved searches and delete that saved search.

* How would you rank that on a scale 1 – 5, with 1 being very easy and 5 being very difficult.

## General comments about the website.

* 3 likes
* 3 dislikes
* 3 things you would change or add.
* It doesn’t have to be three.