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IFIXIT Usability Testing Script

o *Setup: Have web browser open to Google.com for a neutral starting point.*

Hi, _____. My name is _____, and I am going to walk you through a web usability testing session for iFixit.com today. The purpose of today's session is to gain an unbiased look at the functionality of this web page. One thing to make clear is that we are testing solely the website, as opposed to you, the user. It is impossible for you to make any mistakes.

As you explore the webpage in a few moments, please vocalize your thought process as much as possible. That will be very valuable towards our ultimate analysis of the site's usability. Please be as straightforward in your responses and please try to think out loud.

Of course, feel free to ask questions at any point during this process. I may give vague answers sometimes, only to remove any bias from this session. If you don't mind, the computer will be recording our audio conversation, as well as your interaction with the screen. Video of you will not be recorded. Could you please sign this document if that all sounds alright?

o Give the permission form to the user, and have them sign and date it.
o Begin the screen and audio recording.

If you could, could you please talk about how much internet use plays into your professional and daily life?

I'm now going to show you the site we are reviewing today. Please review the site and think out loud as to what you think the purpose of the site is and your thoughts about the home page. You can scroll around here but please don't leave the page.

o Open up ifixit.com for the user

[in this section, help the user understand the scenario posed to him and take notes on his experience.]

1) This site has a blog in which it discusses the nature of repairability. Find and read ifixit blog article: Recycling is destruction.

2) How would you go about buying a replacement camera for an iPhone 5

3) Pretend you spilled water on the keyboard of your Mac, how would you use the site to help you solve the problem.

4) Another major component of this site are teardowns, in which new gadgets are deconstructed. Find a "teardown" of the new iPhone 6.

5) -Find the guide: Toshiba Tecra M2 CPU Replacement

Thank you for participating in our survey!