**QUESTIONNAIRE TEMPLATE**

*Before Completing Questionnaire - Tester (assigned a Tester ID) would have been given the opportunity to ‘play around’ with the website. They will not have been given any instructions other than to interact with the website and voice their thoughts on what they think is happening and what they have to do with the website. Afterwards, they will be asked a series of questions that can be used to determine how the website is tracking and whether or not improvements need to be made in order to improve efficiency and user accessibility.*

**TESTER ID AND AGE RANGE:**

E.g. Tester3

E.g. 15-25, 26-45, 46-60, 61-75, 75+

**TESTER’S COMPUTER LITERACY LEVEL:**

E.g. Beginner (low computer literacy), Moderate (intermediate computer literacy), Advanced (high computer literacy)

**STAGE OF WEBSITE DEVELOPMENT:**

E.g. Sprint 3, Week 2

**QUESTIONS TO ASK AFTER COMPLETION OF WEBSITE INTERACTION:**

*CATEGORY - EASE OF USE*

*Q1: User is able to navigate through various pages*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q2: User is easily able to locate features (e.g. links to other pages/sections of the website, login buttons, etc.)*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q3: The website flow guides users to other sections in an efficient manner (i.e. website theme is consistent and clearly guides user as to where to go next)*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q4: User is able to easily read/interpret/understand the website’s information in order to determine where to find what they are looking for*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*CATEGORY - USER INTERFACE/WEBSITE DESIGN*

*Q5: The design of the website appeals to the user (i.e. design is eye-catching, engaging, etc.)*

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Minimal Moderate Excellent

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| Comments: |

*Q6: The design of the website accurately reflects the functionality of the site (i.e. design allows for easy determination of what the site is representing and how the user is able ti interact with it)*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q7: The website design is consistent throughout (i.e. the theme, colour scheme, etc. is the same throughout the website and is easily understandable by the user)*

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Minimal Moderate Excellent

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| Comments: |

*Q8: The wording of the website is easily understandable by the user and allows them to effectively follow directions on the website to get to where they want to go (i.e. wording isn’t confusing, it is simple and straightforward)*

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Minimal Moderate Excellent

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| Comments: |

*Q9: The website design isn’t overcrowded as to overwhelm the user (i.e. the images/text is adequately spread out to ensure it is easily understandable and readable by the user)*

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Minimal Moderate Excellent

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| Comments: |

*CATEGORY - FUNCTIONALITY*

*Q10: Links are able to correctly redirect the user to the correct page they were looking for*

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Minimal Moderate Excellent

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| Comments: |

*Q11: All website links are working correctly (in conjunction with Sprint tasks that have been completed so far)*

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Minimal Moderate Excellent

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| Comments: |

*Q12: Website structure is consistent and is organised correctly to display all details that the user will need to navigate the website (i.e. all information is easily accessible and users can easily locate where to find the information they need)*

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Minimal Moderate Excellent

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| Comments: |

*Q13: Website pages load quickly and without stalling/errors*

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Minimal Moderate Excellent

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| Comments: |

*Q14: Users are able to find information that they are looking for quickly (i.e. the important information they would most likely need to access is displayed on the main page)*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q15: The website is able to submit forms correctly and allocate them correctly within the database (e.g. when a user is changing their password, this should get updated in the database for future reference)*

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Minimal Moderate Excellent

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| Comments: |

*ADDITIONAL QUESTIONS (IF REQUIRED)*

*Q16:*

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Minimal Moderate Excellent

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| Comments: |

*Q17:*

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Minimal Moderate Excellent

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| Comments: |

*Q18:*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

*Q19:*

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Minimal Moderate Excellent

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| Comments: |

*Q20:*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

**TEST SCRIPTS TO ASK THE USER TO COMPLETE WHILST INTERACTING WITH THE WEBSITE**

*To ensure functions are working correctly in all aspects of the website, the user may be provided with additional requirements in order to ensure the functionality of certain features. Below are test scripts constructed to provide to the user and ask them to complete the task. These scripts are followed by questions that need to be answered to determine if the user was successful or unsuccessful in completing these tasks and any additional comments that were made to improve the process further.*

**TEST SCRIPT 1 - LOGINS:**

*User needs to login to the website as a member (Username: test3 and Password: 12345678), a committee member (Username: com2 and Password: 12345678), a volunteer (Username: vol1 and Password: 12345678) and an admin (Username: admintest and Password: 12345678)*

*Questions that need to be answered following the test:*

* *Was the user able to effectively complete the allocated tasks?*

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Minimal Moderate Excellent

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| Comments: |

* *Was the user able to easily locate where to go in order to complete the task?*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

* *Did the user experience any errors/complications when completing the task? Explain what occurred and why the user believes this was an issue*

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| Comments: |

* *Does the user have any additional feedback that would help to improve the flow of this task?*

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| Comments: |

**TEST SCRIPT 2 - ‘BUY’ AN ITEM:**

*User needs to go to the shop on the website, choose an item and allocate it to their ‘shopping cart’. Once this has been completed, they will need to proceed to the checkout and essentially ‘buy’ the item (no payment necessary)*

*Questions that need to be answered following the test:*

* *Was the user able to effectively complete the allocated tasks?*

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Minimal Moderate Excellent

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| Comments: |

* *Was the user able to easily locate where to go in order to complete the task?*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

* *Did the user experience any errors/complications when completing the task? Explain what occurred and why the user believes this was an issue*

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| Comments: |

* *Does the user have any additional feedback that would help to improve the flow of this task?*

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| Comments: |

**TEST SCRIPT 3 - CREATE, MODIFY AND DELETE EVENT:**

*User needs to login as a committee member (Username: com2 and Password: 12345678), go to events and essentially create, modify and delete and event from the lists.*

*Questions that need to be answered following the test:*

* *Was the user able to effectively complete the allocated tasks?*

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Minimal Moderate Excellent

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| Comments: |

* *Was the user able to easily locate where to go in order to complete the task?*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

* *Did the user experience any errors/complications when completing the task? Explain what occurred and why the user believes this was an issue*

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| Comments: |

* *Does the user have any additional feedback that would help to improve the flow of this task?*

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| Comments: |

**TEST SCRIPT 4 - SIGN UP TO EVENT:**

*User needs to login as a general member (Username: test3 and Password: 12345678) and look at the upcoming events listed. The user then needs to choose an event they are interested in and ‘sign up’ to the event through the website*

*Questions that need to be answered following the test:*

* *Was the user able to effectively complete the allocated tasks?*

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Minimal Moderate Excellent

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| Comments: |

* *Was the user able to easily locate where to go in order to complete the task?*

☆ ☆ ☆ ☆ ☆

Minimal Moderate Excellent

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| Comments: |

* *Did the user experience any errors/complications when completing the task? Explain what occurred and why the user believes this was an issue*

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| Comments: |

* *Does the user have any additional feedback that would help to improve the flow of this task?*

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| Comments: |

**TEST SCRIPT 5:**

**TEST SCRIPT 6:**

**TEST SCRIPT 7:**

**TEST SCRIPT 8:**