Usability Testing Tasks

Since the features of SIS aren’t easily found on one site we opted to use UML Blackboard for student service usability tasks and amazon.com for generic usability tasks.

1. Find bill/receipt (\*Let user opt out of this for privacy reasons see 1a instead). Amazon

*I type amazon.com into my address bar. On the home page I click Accounts & Lists. This bring me to the login. I proceed to login.*

*Once logged in I click Orders, then I click Invoice for a grill cover I once bought.*

*This brings me to a receipt for the grill.*

* 1. Find and pretend to purchase a text book Interaction Design 4th edition. \*This is an alternate task to complete if participant opts out of showing receipt and therefore does not need to be completed if participant opts in.

1. Check calendar. UML Blackboard

*I click my bookmark for blackboard. It asks me to login. I login.*

*It’s not very obvious but I know from experience that the calendar is found under the main dropdown under the users name on the right side of the page.*

*I hover over the dropdown moving my mouse to the calendar icon.*

*I click the icon and that brings me to the calendar. I don’t use the calendar so nothing is on it.*

1. Check grades. UML Blackboard

*I hover over the main dropdown again and this time I click the checkmark with a plus sign icon. This brings me to a list of my classes that I can select and see my grades.*

1. Login->Logout>Log back in Amazon

*I type Amazon.com into the browser. I click sign in. This bring me to a login page.*

*I enter my password, I click sign in.*

*I then click accounts then scroll to the bottom and click sign out.*

*I land at the login page again. I click Sign In and I’m back in.*