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 decided to find the receipt for a book I ordered a couple weeks ago.*

*From the main page I clicked the orders button on the top right hand side of the page.*

*I scrolled through the list of items until I found 438 Days, it was the second from the top after a bottle of Pumpkin Seed Oil my brother bought on my Prime account.*

*From there I clicked Invoice that brought me to a printable page of bill/receipt information.*

* 1. ~~Find and pretend to purchase a text book Interaction Design 4~~~~th~~ ~~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 login to UML’s Blackboard.*

*From the main page I click the tab in the upper right hand side of page where my name is located. The button has a small down arrow.*

*I then click the icon that looks like a calendar in the tool bar of the dropdown.*

*This bring me to a full page calendar with Institution, Personal, and Class specific events.*

1. Check grades. UML Blackboard

*I login to UML’s Blackboard.*

*Again page I click the tab in the upper right hand side of page where my name is located. The button has a small down arrow.*

*I find the icon that looks like a document with a checkbox and a plus sign, I click it.*

*This brings me to a page with my grades on it.*

1. Login->Logout>Log back in Amazon

*I open a web browser on my computer and type Amazon.com into the address bar.*

*From the Amazon homepage I click the “Hello. Sign in” button at the top right hand of the page.*

*This brings me to a log where I enter my user name and password and click Sign In*

*This brings me to the Amazon homepage where there is an option to see my orders or account info. It’s otherwise the same as the public Amazon home page.*

*To log out I click the down arrow next to my name scroll to the very last option and Sign Out*

*I think type Amazon back in to the address bar I’m then at the home page where I log back in again like I did the first time.*