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’m already logged.*

*I’m not sure where to look so I scan the top bar.*

*I see Orders so I click that.*

*I need to log in again, I guess I wasn’t logged in already…*

*This brings me to the orders page where there is a list of the last 6 months of my orders.*

*I picked the top item which is a PetSafe Drinkwell for my cat.*

*I don’t see a bill or receipt option. I try order details but it’s not what I’m looking for.*

*I click the back button then try invoice. Found it! This looks like a receipt!*

*I logout.*

* 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 head to my search bar and type UML Blackboard, hit enter. UML’s blackboard is the first option. I click it.*

*This bring me to the UML Blackboard Portal I select On-Campus login, it asks me for my username and password (Auto saved!).*

*I click Sign In. I’m not sure where to find the calendar so I scan the page looking in each box for the calendar. But I don’t see it.*

*I click the option that says my name. It produces a dropdown and sure enough I see what looks like a calendar. I click it and it brings me to a blank calendar.*

1. Check grades. UML Blackboard

*I now know where all the nice options are so I click the option with my name again.*

*Nothing obviously looks like a grades so I slowly hover over each option. Five from the top the checkbox is grades. I click it. I see My Grades.*

1. Login->Logout>Log back in Amazon

*I start typing amazon in my browser window. This auto completes since I’m a frequent flier of Amazon.*

*I click the Sign In button. I see a form where my credentials are already entered*.

*I click Sign In again*. I’m on my landing page. I click “Hello, Sam”

*I move my mouse to the bottom and click sign out.*

*Logging out brought me to the sign in page again so I click sign in again.*

*I’m at the landing page again with various product advertisements.*