lab::usability testing
12 Performing Basic Usability Testing

Group Member Names: _____

Assignment ::
For this lab, we will be practicing basic techniques for performing usability testing. In groups of two, take turns playing both the role of **monitor/recorder** and **participant**. There are two evaluation tests to perform, and two provided websites to perform them on. Set up the test so the user begins at the home page of the websites listed.

Each group member should perform **both of the tests**, using either the sites for *Participant One* or *Participant Two* shown on the overhead projector.
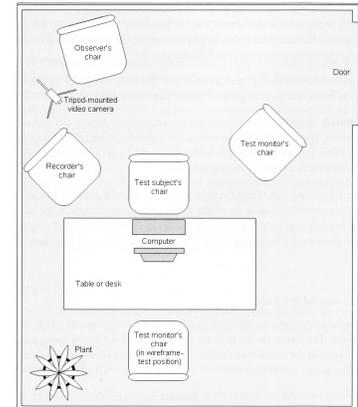
Roles ::
As the **monitor**, do what you can to introduce the test to the participant and ask them to perform the tasks listed. In addition, play the role of **recorder**, making note of the information gathered during the test.

As the **participant**, listen to and follow the instructions as given by the monitor. Perform the tasks to the best of your ability.

Documentation ::
Be specific in your documentation. Make note of durations, navigation paths, and anything that relates to the task. Things to be looking for include:

- Did the participant complete the task?
- Number of steps to complete a task.
- Time to complete a task.
- Participants subjected rating of the ease of a task.
- Number of errors by the participant.
- Include documentation of a basic user profile.

Tests ::

1

Site: _____

Goal of Test: **What is tuition (not including room and board) for one year of schooling, while pursuing a non-technical undergraduate degree?**

Did the participant complete the task?   Yes   No

Time taken to complete: _____

Participant's rating of ease of completing this task: 1   2   3   4   5

                                                          difficult   easy

Participant Steps:

Participant Errors:

2

Site: _____

Goal of Test: **Find the lowest price for a round-trip non-stop airplane ticket from Portland (PDX) to Phoenix (PHX) April 9th–April 16th for one adult, selecting the first direct flight on each day. Work to obtain the lowest price possible from the provided airline. Price must include a reserved seat and 1 carry-on bag.**

Note: Feel free to enter in fake personal information if asked. We, of course, will not actually purchase these tickets.

Did the participant complete the task?   Yes   No

Time taken to complete: _____

Participant's rating of ease of completing this task: 1   2   3   4   5
                                                 difficult   easy

Participant Steps:

Participant Errors: