

An Introduction to Testing

Welcome and Purpose

Thank you so much for helping out today. I wanted to give you a little information about what you will be looking at and give you time to ask any questions you might have before we get started.

Today we are asking you to serve as an evaluator of a Web site (Desktop or Mobile) and to complete a set of tasks. Our goal is to see how easy or difficult you find the site to use.

Test Facilitator's Role

I am here to record your reactions and comments of the Website you will view.

During this session, I would like you to think aloud as you work to complete the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happen.

Test Participant's Role

- Today I am going to be asking you to look for some information on the site and tell me how easy or difficult it was to find the information. These activities are all about how easy we have made it for people to use the site.
- There is no right or wrong answer. If you have any questions, comments or areas of confusion while you are working, please let me know.
- If you ever feel that you are lost or cannot complete a task with the information that you have been given, please let me know. I will ask you what you might do in a real-world setting and then either put you on the right track or move you on to the next scenario.
- As you use the site, please do so as you would at home.

We will be recording this session for reference if needed. We are capturing your face, your voice and what you see on the screen. Your name will not be associated or reported with data or findings from this evaluation.

- I may ask you other questions as we go and we will have wrap up questions at the end.

Do you have any questions before we begin?

Task participants were asked to complete

1. How would you find more information about the org's mission? (Task1)
2. From here, how would you find more information about the issues that YEASD is addressing? (Task 2)
3. Say you're in the area and from what you've seen, you're interested in volunteering with the org. How would you find more info about that? (Task 3)
4. Now, instead of volunteering, you're interested in donating. Head back to the home page and look for a donation page. Once you get to a form, tell me how easy it was to find, 1 being very difficult, and 5 being very easy. (Task 4)