CS 471 Senior Capstone I, Fall 2024
Usability Testing Activity #1

Procedures. For each task, choose group members to fill the following roles. New group members fill the roles in each task.

- One group member is the **participant**, who uses the app/site being tested and attempts to perform the various tasks. As much as possible, the participant should *think out loud*.
- One other group member acts as **facilitator**, who ensures that the participant knows what to do and stays on task. The facilitator should have this document available to refer to. The facilitator may offer a little advice or help—but *only* if the participant is stuck.
- Other group members are **observers**. They only observe. They may take notes. They do not speak during the testing—except perhaps to suggest that it is time to move to the next task. However, they can and should participate in group discussions after the testing is over.

Site. `arkansas.gov`

Task #1
- Using this website, determine: does the state of Arkansas offer college scholarships? If so, what are the qualifications for receiving a scholarship, and how does one apply?

Task #2
- Suppose you wish to sell alcoholic beverages at a restaurant in Arkansas. How much does the appropriate license cost? Can you apply online?

Task #3
- Suppose you wish to view traffic-citation records in Arkansas. Is online access available? Is such access restricted to certain people? How do you find or get access to this information? Is payment required? If so, how much does it cost?

Task #4
- Find out what the governor of Arkansas did on November 1, 2024.

Task #5
- Using *only* this site. or sites that it links to: who is the current lieutenant governor of Arkansas?

Task #6
- Find out who maintains this site. Is there a way to report problems? If so, how is such reporting done?

Conclusions (group discussion, no roles)
- What is your opinion of the site? Does it look good? Is it easy to use? Are its major features convenient? Any any aspects of it confusing? Is it fast enough?
- Suppose you were the development team for this website. What would be your top three priorities to work on?