

## CS 471 Senior Capstone I, Fall 2024

### Usability Testing Activity #3

**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.
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**Site.** `debenhams.com`

#### Task #1

- Go to the website and purchase one pack of men's black dress socks.
  - *Note. Obviously, we do not want to complete this task entirely. Do as much of it as you can without actually entering any personal information or spending any money.*

#### Task #2

- Determine whether the site sells pillows. If so, what brands?

#### Task #3

- Determine whether returns are possible. If so, how are they done?

#### Task #4

- Create a personal account (if you have not done so already).
- Log out.
- Log in again.
- Can you tell whether you are logged in, and under what account?
- See what preferences can be set (if any)?

#### Task #5

- Suppose you wish to purchase an outfit to wear to a funeral. Does the site offer any help in planning and/or finding the right clothes?

#### Task #6

- Is there a way to report problems with the site or an order? 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 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?