

OBSERVER PACKET

Shake-A-Leg Miami Website Usability Test

Participant #: _____

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Date: 4/4/18

METRICS		
TIME:		
☐ PASS	☐ FAIL WITH ASSISTANCE	☐ FAIL
If assist, how many times?		

Task Scenarios

Task 1: Identify what Shake-A-Leg is

Task Scenario: You want to know what Shake-A-Leg is. Find information about it and write a sentence telling us what Shake-A-Leg is.

Correct Response:

1. About us: <http://www.shakealegmiami.org/about-us.htm>
2. Shake-A-Leg's Story: <http://www.shakealegmiami.org/harrysstory.htm>

Task Flow

Primary Route

From anywhere on the site User can

- Select About from the main navigation menu.

Alternative Route

From anywhere on the site User can

- Select "Shake-a-Leg Story from the side bar menu

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

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Task 2: Become a volunteer through the Mentoring Program

Task Scenario: Shake-A-Leg is primarily run by volunteers. You are interested in becoming a mentor. Find the form to allow you to become a mentor. Do not fill it in.

Correct Response:

Shake-A-Leg Mentor/Intern Application: <https://form.jotform.com/73494373238161>

Task Flow

Primary Route

From any page using the main navigation menu hover features:

- Hover over Program & Activities tab
- From the dropdown menu hover over Youth Program
- From the secondary dropdown menu select Mentoring Programs
- At the the bottom of the Mentoring screen select "Please click here to complete the form"

Alternative Route

- From any page select Programs & Activities from the main navigation menu
- From the sub navigation menu on Program & Activities page select Youth Program
- From the sub navigation menu on the Youth Program page select Mentoring Program
- At the the bottom of the Mentoring screen select "Please click here to complete the form"

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

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Task 3: Find the first session available for Water Sports

Task Scenario: One of Shake-A-Leg's main objectives is providing programs that interest their target audience. You want to join a water sport. When is the first opportunity to participate in water sports?

Correct Response:

"Session 1": June 11 - June 15": <http://www.shakealegmiami.org/water-sports-camp.htm>

Task Flow

Primary Route

- From the homepage User selects Water Sports Camp link

Alternative Route 1

From any page using the main navigation menu hover features:

- Hover Program & Activities
- From the dropdown menu select Summer Camps & Activities
- From the secondary dropdown menu select Water Sports Camp link on Summer Camps & Activities page

Alternative Route 2

- From any page user selects Program & Activities tab from the main navigation menu
- On the Program & Activities sub navigation menu select Summer Camps & Activities
- Select Water Sports Camp link on Summer Camps & Activities page

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

METRICS		
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Task 4: Make a \$25 donation

Task Scenario: Shake-A-Leg accepts donations to run their programs. Make a \$25 donation to the Wellness Center. Do not submit the donation.

Correct Response:

Make a contribution and improve a life: <http://form.jotform.us/form/41006240431133>

Task Flow

From any page on the site user can:

- Select “Donate Now” in top right of the header under the translate options
- Fill out form and submit
- Fill out Paypal form with credit card information

Alternative Route 1

From any page on the site

- From the side menu user selects Donate Now
- Fill out form and submit
- Fill out Paypal form with credit card information

Alternative Route 2

- From any page on the site using the main navigation menu the user selects the Giving Opportunities tab
- At the bottom of the Giving & Job Opportunities page select Donate Now
- Fill out donation form and submit
- Fill out Paypal form with user credit card information

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

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Task 5: Find the news

Task Scenario: You want to read updates about Shake-A-Leg. Find the latest news.

Correct Response:

News: <http://www.shakealegmiami.org/news-room.htm>

Task Flow

Primary Route

- From any page on the site using the main navigation menu the user hovers over the Events tab
- Select News from the dropdown

Alternative Route

- From any page on the site user selects Upcoming Events from the side menu
- Using the sub navigation menu on the Events page select News tab

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

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Task 6: Find information about Impossible Dream

Task Scenario: Shake-A-Leg has a sailing boat that is for disabled use. Find information about it on Shake-A-Leg's site.

Correct Response:

"The Impossible Dream is Sailing" from side menu on any page: <http://shakealegmiami.org>

Task Flow

Primary Route

- From any page user can select Impossible dream link from the side menu

Post Task Interview Questions:

Overall, how difficult or easy did you find this task?

Very difficult ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very easy

1 2 3 4 5 6 7

Observations/Problem Identification:

