MODERATOR PACKET

Shake-A-Leg Miami Website Usability Test

Participant #:_____

Date:_____

Moderators: Morgan McKie, Juniette Fiore, Angie Del Llano, Nicole Barba,Haosheng Li, Yaozhi Zhang, William Sun

Test Checklist

Preparation

1. Arrive 15 minutes early or more before each section
2. Make sure pens, all packets, phones with stopwatch apps are ready.
3. Make sure water is ready.
4. Make sure your person electronic devices are in silence mode.

Things to Keep in Mind

5. Make sure task scenarios are all ready and easy to access.
6. Follow the script strictly.
7. Make sure to remind participants think out loud.
8. Make sure equipments for the test work well during tests.

Introduction Script: *(2.5 minutes total time)*

Thank you for participating in our usability testing of the Shake-a-Leg Miami or SALM website. My name is _____, I will be walking you through this session. Before we begin, please sign this consent form. If you have any questions I am happy to answer them.

[Wait for them to fill out their consent form.]

Our objective is to evaluate the usability of the SALM website. Please note we are not judging your ability to navigate the website, only how well the website is laid out. Anything you say or do will help us correct and improve the SALM website.

This session will last for 25 minutes. If you have any questions or need a break during anytime during the session please let me know.

Do you have any questions or concerns?

[Answer questions and then continue onto the Introduction Script]

Instruction Script:

During this test, you will be timed as you complete various tasks while thinking aloud.

Before each task, make sure to look away from the monitor until you finish reading the instructions. Once you have read the instructions and are ready to begin, look up at the monitor and say “start”. When you’ve completed each task please say “stop”.
After each task there will be a small questionnaire and some time for questions and comments as we set up the next task scenario.
Remember that there are no wrong answers and we are not testing **you**, only the product, we did not create the website in question and want your honest feedback.

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

Task Scenarios

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

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.

Starting Link: http://www.shakealegmiami.org/

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? How did you feel about this task?

Very difficult	○	○	○	○	○	○	○	**Very easy**
	1	**2**	**3**	**4**	**5**	**6**	**7**	

Observations/Problem Identification:

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

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

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.

Starting Link: http://www.shakealegmiami.org/

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? How did you feel about this task?

Very difficult easy ○ ○ ○ ○ ○ ○ ○ **Very**

1 2 3 4 5 6 7

Observations/Problem identification:

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

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

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?

Starting Link: http://www.shakealegmiami.org/

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

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Post Task Interview Questions:

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

Very difficult ○ ○ ○ ○ ○ ○ ○ **Very easy**

1 2 3 4 5 6 7

Observations/Problem Identification:

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

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

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.

Starting Link: http://www.shakealegmiami.org/

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? How did you feel about this task?

Very difficult ○ ○ ○ ○ ○ ○ ○ **Very easy**

1 2 3 4 5 6 7

Observations/Problem Identification:

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

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

Task 5: Find the news

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

Starting Link: http://www.shakealegmiami.org/

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

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Post Task Interview Questions:
Overall, how difficult or easy did you find this task? How did you feel about this task?

Very difficult ○ ○ ○ ○ ○ ○ ○ **Very easy**

1 2 3 4 5 6 7

Observations/Problem Identification:

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

[*Start on the home screen before beginning the task. Remind the participant to say "start" before beginning the task and "stop" when they have completed the task*.]

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.

Starting Link: http://www.shakealegmiami.org/

Task Flow
Primary Route

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

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Post Task Interview Questions:
Overall, how difficult or easy did you find this task? How did you feel about this task?

Very difficult ○ ○ ○ ○ ○ ○ ○ **Very easy**

1 2 3 4 5 6 7

Observations/Problem Identification:

Post-Study Interview Scripts(*3 min: Questions about your experience and your opinions of this site.*)
“Now that you have explored this website I would like to ask you some questions about your experience and opinions of it.”

1. What is your thoughts on the purpose of this website?
2. What advantages and disadvantages did you find when using this website?
3. How would you describe your overall experience using this website?
4. What did you like or dislike about the site?

Conclusion Script (*2 min: ask observation team to see if they have any questions, if they do ask those questions...*)

"Thank you for coming in and taking the time to be part of our study. Do you have any questions?" [Collect participant packet]