

Intro

Thank you for taking some time to perform a usability test with us we are a group of students tasked with redesigning KnowQuest, a website that aims to provide a platform to review textbooks. We have been tasked to update the site to align with better usability. This is not a fully functioning website yet, so please be aware of that as you move through the site. For the purposes of our research, your interactions and reactions will be recorded.

Tasks

Now I'd like to ask you to perform some basic functions of the site, and I'm going to ask you to think out loud while you do

- Take a look at the homepage
 - What can you learn about knowquest that you didn't already assume?
- In order to use Knowquest, you must create an account. How would you go about doing this?
 - Where did you look first?
 - Does this page look similar to other "sign-up" pages you've seen?
 - Is this process intuitive?
- You have just been assigned a textbook for your class.. How would you search for reviews of that book?
 - How would you search for ratings of all books?
 - How would you look up a book by name?
- You had a really crummy experience with your textbook this semester. How would you leave a review for it?
 - Without instruction, do you think you figure this out yourself?
 - Are there parts of the review that seem more important than others?

Debrief

Overall, how would you describe your experience with KnowQuest?

If you could change two things about the website, what would they be?

Did you, at any point, become frustrated to the point that, under normal circumstances, you would just give up and exit the site?