Hi, _____.

My name is _____, and I'm going to be walking you through this website usability-test session today.

I have some information for you and I'm going to read it and make sure I covered everything.

I am trying to make people use the website wikihow that I'm working on so I can see that it works as intended. The first think that I want to clear out is that we are testing the website, not you. You can't do anything wrong here, you only have to answer some questions while reading and looking at the website. I'm trying to improve my website and I will appreciate it if you be completely honest with what you read and see.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since I'm interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then. And if you need to take a break at any point, just let me know.

With your permission, we're going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people on the curriculum committee working on this project. And it helps me, because I don't have to take as many notes.

Sign here: _____

Initial questions about users:

1- Do you have a friend that owes you money? If so were you able to collect it from him?
2- Have you ever owed any person money? If so how long did it take for you to return it?
3- If you take a loan from your friend do you promise them to be returned? What does that promise include?

Initial navigation:

www.Wikihow.com

First, I'm going to ask you to look at this page and tell me what you make of it: what strikes you about it, whose site you think it is, what you can do here, and what it's for. Just look around and try to explain your observations out loud.

Purpose of the test:

I will be performing an understandability test because some parts of this test will be hard to perform and observe at the same time.

- From the website you just saw what does it talk about?
- Is it easy to find each part of the article in this webpage?
- What is the most difficult part to do if you were performing it?
- Are the steps simple and easy to understand? Are they easy to perform?

First task:

Now I will give you a specific website in wikihow that I want you to look at and answer some questions after. My questions will consist of what is in that website from steps to see if you understood the steps.

1- True or false: if you ask your friend for the money and he doesn't want to give it back, do you go straight to court.
2- In your own words when do you go to court?
3- What will happen if you take your friend to court?
4- If your friend owes you $40 which part will you go with?
5- What will happen if your friend has money and still doesn't want to help you

Scenarios:

1- A friend of yours owes you $80 and you are trying to get it back, but your friend has other plans for that money so you plan to use part 1 of the website you seen earlier. In your own words walk me through those steps?
2- A friend of yours owes you around $4,000 and he doesn't plan on returning that money at all. What would you do to get that money back?
3- Would you add any other steps out procedures to this process?   Do you think this step could be improved? Do you think this step could benefit from research in some way?
4- Is there anything that you would think can improve this article? Would you wish more help in the subject or more resources?
5- What do you think might improve the reader's performance based on reading from this site?

End of session questions:

I am confident that I the site am being designed to produce **comprehensive** resources I'm looking for:

1 – Strongly Agree   2- Agree   3- Neutral   4- Disagree   5- Strongly Disagree

I am confident that I can **navigate** the site to find resources I'm looking for:

1 – Strongly Agree   2- Agree   3- Neutral   4- Disagree   5- Strongly Disagree

After having explored the site, is there anything that strikes you that you want to see changed?

Can you suggest any additions or subtractions of to the site's content?

Now that you have used the site, how likely would you be to use it again in the future? And for what type of reasons do you think you will use it for?

Do you have any questions for us, now that we're done?