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## USABILITY TEST INTRODUCTION

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Before we begin, let me explain what the purpose of this usability test is. We are currently in the process of a website redesign, and need some new perspectives on the design and functionality of the new site. You'll be assisting us by completing several activities involving a demo website, so that we can see if it works as intended.

The test should take no longer than 15 minutes to complete. As you're going through the activities, please try and think out loud when possible. Tell us what you're looking at on the screen, what your first impressions are of various pages or elements, etc. We want to learn about your honest reactions to the website.

Just to be clear, we're testing the website, not you. There are no wrong answers or mistakes to worry about. We will be recording today's session through use of a screen capture plugin. The recording will only be shared with other members of our website team.

**Do you have any questions about the testing process?**

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## WEBSITE URLS & LOGIN INSTRUCTIONS

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- Please use Google Chrome as the web browser for this test. Do not let people navigate to or use a different web browser.
- **Neutral Page:** <http://10.128.36.73:8000/start.html> – 75% Zoom
- **Demo Website:** <http://10.128.36.73:8000> – 75% Zoom
- **Loom Video Recording:**
  - Download Chrome Extension from: <http://www.useloom.com/>
  - **Log In Information:**
    - *Username:* [christinerlogan@boydgaming.com](mailto:christinerlogan@boydgaming.com)
    - *Password:* Boyd123456
  - **Recording Settings:**
    - Capture – Desktop
  - To stop recording, press the extension button in Chrome again. The video should automatically open in the tab; please use the name of the participant as the title of the recording.

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## EXPLORE VS EXPERIENCE

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Scenario	Activity
A friend of yours that is currently staying at Sam's Town Tunica has invited you to go golfing with them at a nearby golf course.	Use the Sam's Town Tunica website to find information about nearby golf courses.

**Q1:** Why did you pick the {TAB NAME} section to look for information about golf?

**Q2:** Would it ever occur to you to go to a different section of the website to learn about golf? Why or why not?

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## INTUITIVE NAVIGATION

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Scenario	Activity
You have successfully booked a trip to River Bend Links for Saturday morning, and will be returning to Sam's Town Tunica around lunchtime.	Use the Sam's Town Tunica website to see what time their bar, Flights, opens on Saturdays.

**Q1:** What encouraged you to click on {BUTTON OR PAGE NAME}?

**Q2:** Could you look at a different dining venue? Any of them are fine.

**Q3:** Why did you choose that particular dining venue?

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## THE BACK BUTTON

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Scenario	Activity
Since there are multiple dining options for Saturday, you decide to see if there are any dining specials you can take advantage of.	Use the Sam's Town Tunica website to look for any dining specials valid Saturday, May 6.

*Once the user has arrived at any list of specials, please direct them to select one of the specials.*

**Q1:** Does it feel like anything is missing from this page?

**Q2:** Can you please go back to that list of dining specials again?

*The user may have returned to the Dine page, but if they did not return to the Dine page, ask them to go there now. You may need to ask them to scroll down until they can see the specials.*

**Q3:** Which specials would you expect to see featured here, and why?

Participant Name: \_\_\_\_\_

Test Administrator: \_\_\_\_\_

Test Date & Time: \_\_\_\_\_