Gateway Solo

Protocol For User Acceptance Testing

The Instructions

Note to Tester:

❑ Make sure each participant has a place to work.

❑ Tell the participants to open their web browser to Google or another neutral page.

Tester's Script:

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Before we begin, I'd like to ask you to open your web browser to a neutral page, such as Google. Next, I would like to give a short introduction to what this session is all about.

We're testing our Ifixit guides with a random sampling of users to determine if our guides work as intended. This session should take about 15 minutes.

This test is simply to observe users in action trying to use the guides. There is nothing you can do wrong here. We only want to see how easy or difficult the tasks are as you use the guide to assist you.

As you are browsing the site, try to let me know what you are looking at, what you are doing, and what you are thinking. I will also ask questions about your experience during the session.

Please share your honest reactions and gut feelings. We want to know exactly what you think and experience.

If you have any questions, feel free to ask them. We want you to try to navigate the website on your own. If the questions do not affect the test, we will answer them. Otherwise, we will answer them at the end of the session.

The Main Page Tour

Tester's Script:

Now that we've covered the introduction, let's get started.

Type the link for the Gateway Solo 1200 page: ifixit.com/device/gateway_solo_1200.

Scroll through the main page and click on each available link.

Quickly scan each page and then use the Back button to return to the main page.

First, familiarize yourself with the webpage.

What stands out to you?

What can you do here?

What is the purpose of the site?

The Tasks

Note to Tester:

❑ Hand the participant the first scenario, and read it out loud.

❑ Each section should take between 3 to 5 minutes.

❑ Allow the user to proceed until it looks like they have completed the task or have stopped out of frustration.

❑ Repeat this for each task or until time runs out.

Tester's Script:

Thank you for your effort. Now, I'm going to ask you to try to do some specific tasks. I will read each one out loud.

1. While playing a game on your laptop, a Gateway Solo 1200, you notice that it feels much warmer than usual. You also notice that your laptop has felt warmer than normal while performing a variety of tasks. Software, games, and applications have been loading slower than expected, and you are concerned that this issue could be getting worse. After some research, you realize that the battery might be the issue. You go to IFixit.com to solve this issue. (You now have 5 minutes to work on your own.)

2. You are writing a term paper on your laptop, a Gateway Solo 1200, that is due tomorrow night. As you type, you notice that many of the keys are sticking or unresponsive. The laptop has had this issue for quite some time, but recently it has gotten much worse. Sometimes, your computer is ok and runs without a problem. Other times, like now, this sticking issue slows you down tremendously. You are starting to worry that you might not be able to complete your term paper on time. A friend recently told you that dust under the keyboard might cause this unresponsiveness. You go to IFixit.com to solve the issue. (You have 5 minutes to work on your own.)

It will help us if you can try to think out loud as you go along. Understanding your thought process is an important part of this test.

Additional Insights

Tester's Script:

Thanks, that was very helpful.

If you'll excuse me for a moment, I'm going to see if the observers on the team have any follow-up questions they'd like me to ask.

Note to Tester:

❑ Call over the observers to see if they have any additional questions.

❑ If they have questions, ask them to the participants and then move on to the next section.

Probing Questions

Note to Tester:

Ask the participants the following questions, allowing them to participate at whatever level they feel comfortable.

Tester's Script:

What page are you viewing on IFixit.com?

Are you able to find the answers to the problems in your scenario?

Is the information you are viewing especially useful to you right now?

Is there anything that you are viewing that is confusing to you?

How would you feel about this scenario if it had just recently happened to you?

Would these feelings affect the amount of time it would take for you to resolve this scenario?

Did you end up at a section or page that was not useful?

Did you have any previous knowledge concerning how to fix this problem?

How many of the scenarios were you able to solve today?

Wrapping Up

Notes to Tester:

❏ Call over the other observers to see if they have any additional questions.

❏ Make sure to thank all of the participants and gather all materials before ending the test situation.

Tester's Script:

Do you have any questions for me?

Thank you all for participating today!