# Wireframe Usability Testing

**CLIENT:** FTC

**PROJECT:** Website Overhaul

**DATE:** November 1, 2012

## Overview

Below are the tasks and procedures that usability test participants will complete during usability testing.
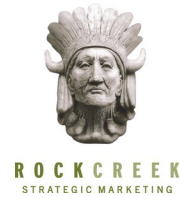
## Usability Test Procedures

### In-Person Usability Testing

Usability testing with a test subject includes several levels of granularity that are found within the tasks the test subject is asked to complete. Each test subject will be given 30 minutes to complete a series of 15 tasks; however, testing may be completed sooner if the subject completes tasks quickly. The subject will be seated in front of a video enabled laptop computer so we are able to record the subject's physical and audible responses as they attempt to complete each task as well as the subject's mouse movements on the laptop. During the testing process, the test subject will be asked to think aloud while completing each task - that is, simply verbalizing their thoughts as they move through the user interface. The software being used to conduct and record the test is Silverback (http://silverbackapp.com/).

### Satellite (or Remote) Usability Testing

If subjects are unable to attend an in-person usability test, a remote version of the test will be performed. The test subject will be required to have a computer with Internet connection and a phone. The subject will be given a unique URL address to access a GoToMeeting that will allow the facilitator to interact with the subject in a shared environment. The subject will then dial into a conference room and await instructions from the facilitator. The facilitator will read the tasks and the subject will attempt to complete each task in turn. The  tasks listed below will be given to the subject and after the task list is completed, the subject will be asked the same series of questions as the listed tasks.

**Usability Questions**

Note: Every user will be asked to rank each task's difficulty: On a scale of 1-5, 1 being very difficult and 5 being very easy, how difficult was this task?

## 1. Frequently performed tasks

1.1 Where would you most likely go to find assistance in finding your way around the FTC website?

1.2 The FTC is hosting a public workshop Dec. 15th, and you are interested in attending. What does that day's itinerary look like?

1.3 You just found out the FTC said the shoes you bought a few months ago are eligible for a refund due to a lawsuit. Find out more information about this issue.

1.4 Register your cell phone with the national Do Not Call list.

1.5 Having just lost $1,000 from an email scam, you want to report this to the FTC. Where do you go?

1.6 You found out the FTC offers free credit reports. Investigate your credit history to ensure there's no suspicious activity.

1.7 As a successful business owner who bottles purified water, find the FTC guidance on how to properly label your new line of plastic bottles for recycling.

## 2. Client requested tasks

2.1 How many job openings are currently available at the FTC?

2.2 Find a phone number for the Office of International Affairs.

2.3 It's not clear to you what the FTC does. Where would you look for that type of information?

2.4 Each year, several rules that FTC enforces are reviewed and opened up to the public for comments and feedback. Having composed a letter about a rule, you want to submit it to the FTC. How?

**3. New Elements**

3.1 Where can you find detailed information about the lawsuit of the FTC vs. Walgreens in the case that they deceptively advertised that its "Wal-Born" line could effectively prevent colds?

3.2 What early terminations were granted on Oct. 31st, 2012?

3.3 Find the Antitrust Guidelines for the Licensing of Intellectual Property.

3.4 How many Working Papers are currently listed for 2012?