

Log Sheet

TASK 1

Load the site <http://www.blockandcompany.com> and check out a product on sale.

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 2

From the sale page, go to the writing instruments category.

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 3

On the writing instrument page, search for on-counter pens.

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 4

Add the Security Pen with Round Adhesive Backed Base to your shopping cart

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 5

Using the search bar, find the Security Pen Security Pen Replacement

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 6

Add the Security Pen Security Pen Replacement to your shopping cart

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 7

Using the product code 158-4512A-04, add this item to your shopping cart

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 8

Remove 158-4512A-04 from your shopping cart

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 9

Prepare to checkout of the site

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 10

Create an account with Block and Company

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 11

For the billing address, enter the following data: JM Services, 1216 Ridgeland, Berwyn, IL 60402, (773)209-8174, United States.

Was the task completed successfully?	
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Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 12

Enter a different shipping address

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 13

Enter a different shipping address

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 14

Select Ground Shipping for your order and make the order attention: (your name)

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 15

Enter the credit card information given and your name in the PO field

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations:

TASK 16

After reviewing information, click Cancel Order

Was the task completed successfully?	
Time required to complete the task:	
Number of clicks/steps needed:	
Was assistance from the Test Monitor needed?	
Did the user feel they needed Customer Service?	
Was search used to complete the task?	

“Think Aloud” comments:

Major obstacles associated with the task:

Observations: