

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

- Test objective: Is the user able to find the information they are looking for?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

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

- Test objective: Is the user confused or unclear as to how to access different menus?
- Test objective: Can the user find the product they are looking for without using the search function?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

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

- Test objective: Will the user be able to utilize the search function to find the appropriate product?
- Test objective: Can the user find the product they are looking for without using the search function?
- Test objective: Is the user confused or unclear as to how to access different menus?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

4. Find the **Security Pen with Round Adhesive Backed Base**

- Test objective: Is the user confused or unclear as to how to access different menus?
- Test objective: Can the user find the product they are looking for without using the search function?
- Test objective: Is the user able to find the information they are looking for?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

5. Add the **Security Pen with Round Adhesive Backed Base** to your shopping cart
- Test objective: Is the user confused or unclear as to how to begin shopping?
 - Test objective: Will the user be able to effectively use the shopping cart in order to store multiple items?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

6. Using the search bar, find the **Security Pen Security Pen Replacement**
- Test objective: Is the user confused or unclear as to how to access different menus?
 - Test objective: Is the user able to find the information they are looking for?
 - Test objective: Will the user be able to utilize the search function to find the appropriate product?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

7. Add the **Security Pen Security Pen Replacement** to your shopping cart
- Test objective: Is the user confused or unclear as to how to begin shopping?
 - Test objective: Will the user be able to effectively use the shopping cart in order to store multiple items?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

8. Using the product code **158-4512A-04**, add this item to your shopping cart
- Test objective: Will the user be able to effectively use the shopping cart in order to store multiple items?
 - Test objective: Is the user able to find the information they are looking for?
 - Test objective: Will the user be able to utilize the search function to find the appropriate product?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

9. Remove 158-4512A-04 from your shopping cart

- Test objective: Is the user clear on shopping cart functionality?
- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

10. Prepare to checkout of the site

- Test objective: Is the user clear on shopping cart functionality?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

11. Create an account with Block and Company

- Test objective: Can the user effectively create an account?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

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

- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

13. Enter a different shipping address

- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:
Average # of Clicks:
Observations:

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

- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

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

- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations:

16. After reviewing information, click **Cancel Order**

- Test objective: Is the user confused or unclear as to how to enter form data?
- Test objective: Will the user be able to complete the task without calling for customer service?

% of participants who completed task:

Average time taken:

Fastest time:

Slowest time:

Average # of Clicks:

Observations: