

Checklist for the Narrator

Before each participant comes:

- Know the product/system well.
- Know the objectives of each task.
- Know the steps related to each task scenario.
- Know the team's objectives as related to video and data captures.
- Coordinate efforts with the data recorder to ensure results are captured.

During each task session:

- Provide information to the data recorder.
- Work with the data recorder to verify the accuracy of actions and comments.

Check list for Scenario #1:

Scenario #1:

You have recently decided to sign up for email using a service called Hotmail. Using your Web browser, go to the following address:

www.Hotmail.com

Once you are at the Hotmail Web site, go ahead and sign up for a free email account. If you need any assistance, feel free to use the online help provided by Hotmail.

When you finish signing up to Hotmail, take some time to look around the site and explore its features—but for now, don't try to look at or send any email.

- How does the user enter the URL for hotmail.com?.
- Pay attention to how the user navigates the page (mouse versus tab).
- How does the user navigate information forms (mouse versus tab)?
- Does the user access the online help?
- Does the user click on any banner ads?
- Note any facial expressions to the logger.

____ Note any verbal comments to the logger.

____ Note any body gestures to the logger.

Check list for Scenario #2:

Scenario #2:

Task A:

Check for any email messages that you may have received in Hotmail. Open one of them, and close it when you finish reading it.

Task B:

Send a message to the following email address:

Bill.Smith@i-solutions.com

Be sure to tell the recipient that you are sending out this message to test your new Hotmail account.

Task C:

Check to see if you have received any new e-mail messages while you've been working in Hotmail. Look for a message with the line "Usability," and respond to it with a message telling the sender that you got the e-mail.

____ Note to the logger how the user navigates the Inbox Screen.

____ Can the user understand the radio box concept?

____ Pay attention to how the user navigates the page (mouse versus tab).

____ How does the user navigate information forms (mouse versus tab)?

____ Does the user access the online help?

____ Does the user click on any banner ads?

____ Note any facial expressions to the logger.

____ Note any verbal comments to the logger.

____ Note any body gestures to the logger.

Check list for Scenario #3:

Scenario #3:

Task A:

(discontinued)

Task B:

You decide that you want to send your friend Marji a message to tell her about your new Hotmail account. Along with your message, you also decide to send her a file she's been asking for. Go ahead and write Marji an email telling her you have a Hotmail account, and attach the file to it. The file you are sending is located on the A drive and is titled "Test.doc."

(Marji's Hotmail address is **marji@hotmail.com**)

Task C:

Place one of the emails you have received in a holding area called "My Stuff." If this holding area isn't there, create it.

Task D:

You just realized that you would like to keep Marji's email address accessible for future correspondence. Create a place in Hotmail to store her address for other mailings.

- Note to the logger how the user navigates the Attachment page.
- Note to the logger how the user navigates the Folders page.
- Note to the logger how the user navigates the Address Book page.
- Pay attention to how the user navigates the page (mouse versus tab).
- How does the user navigate information forms (mouse versus tab)?
- Does the user access the online help?
- Does the user click on any banner ads?
- Note any facial expressions to the logger.
- Note any verbal comments to the logger.
- Note any body gestures to the logger.

Check list for Scenario #4:

Scenario #4:

Task A:

Erase all of the messages in your mailbox.

Task B:

Sign off from Hotmail.

- Note how the user interacts with the radio box/pull down deletion menu.
- Note the user's facial expressions when he/she logs off from Hotmail.
- Pay attention to how the user navigates the page (mouse versus tab).
- Does the user access the online help?
- Does the user click on any banner ads?
- Note any facial expressions to the logger.
- Note any verbal comments to the logger.
- Note any body gestures to the logger.