

Example Usability Testing Tasks

Example #1

1. Using the website, can you tell me whether Liberty offers any degrees in Accounting?
2. Using the website, can you tell me whether Liberty offers a bachelor degree in Counseling?
3. Can you return to the university homepage for me?
4. You are interested in attending Liberty as an undergraduate student. You would like to know what the cost is for attending Liberty. Can you find this information?
5. You are interested in attending Liberty, but want to know what sort of tuition support might be available. Can you find this information?

Example #2

1. You've decided to attend Liberty. Your application has been submitted, and you've sent a confirmation deposit, but the deposit does not appear to have cleared. Where would you look for support with this problem?
2. Can you tell me what the university's mailing address is?
3. You are interested in attending Liberty, and would like to visit the campus in person to learn more. How would you go about this?
4. You are planning a campus visit, and want to get a better idea of how large the campus is. Can you find a map of the campus?
5. You are a student who will be attending Liberty next semester, and you have a disability. You want information on what sort of support is available to disabled students. Can you find this information?