

Usability Test Instrument

1. Turn on the Samsung S150G TracFone.
 - a. How long did you take to turn on the phone?
 - b. Rate how easily you followed the instructions: 1 2 3 4 5
2. Make a phone call on the provided TracFone. You may use your personal phone number for this task.
 - a. Were the instructions for this particular task explained well?
 - b. Rate how easily you followed the instructions: 1 2 3 4 5
3. Make and send a text on the provided TracFone. You may use your personal phone number for this task.
 - a. Were the instructions for this particular task explained well?
 - b. Was the image provided in the instructions helpful?
 - c. Did you use the Texting Tips?
 - 1a. If you did, how helpful were the Texting Tips?
 - d. Rate how easily you followed the instructions: 1 2 3 4 5
4. Let the TracFone go into “sleep” mode. Then unlock the TracFone.
 - a. Were the instructions for this particular task explained well?
 - b. Rate how easily you followed the instructions: 1 2 3 4 5
5. Charge the TracFone’s battery by using the provided TracFone and battery charger.
 - a. Were the instructions for this particular task explained well?
 - b. Rate how easily you followed the instructions: 1 2 3 4 5
6. Turn off the TracFone.
 - a. Were the instructions for this particular task explained well?
 - b. Rate how easily you followed the instructions: 1 2 3 4 5

Usability Test Post-Test Questionnaire

1. Were the instructions easy to follow?

2. What was the most difficult task to complete? How can it be improved?

3. What was the easiest task? What factors made the task easy?

4. Were the images helpful and easy to follow?

5. Was there any point in the test where you were unsure of how to complete the task? If so, describe the problem and how it could be improved.

6. On a scale of 1 (not at all) to 5 (extremely), how understandable were the instructions and images?

7. While completing a task, did you ever feel like there were too many steps? Did you ever feel like there were not enough?

8. Was there a point in the usability test when you felt like you needed assistance?

9. Did the quick start guide's design features help or hinder you? What improvements could be made?