

## Usability testing scenarios

### **Audience: Prospective Students**

1. What do you want to study at college? Find out if Montgomery College offers that major.

*Mental Model: Majors / Make sure college has my major*

2. What type of classes will you take in your major?

*Mental Model: Classes / Look at class offerings*

3. Look for example career paths within your area of study

*Mental Model: Jobs / What do I do with my degree?*

4. Let's say you want to see the campus in person; how do you do that? Follow-up with "What options do you have for a campus visit?"

*Mental Model: Location / Campus Visit*

5. Where is Montgomery College Located? Follow-up with "How far is it from your home?"

*Mental Model: Location / Look for colleges nearby/far away.*

6. Find out what types of activities there are for students on campus.

*Mental Model: What's it like to be a student? / What are some of the awesome things students are doing?*

7. "What do you need (to do) to apply?" [dependent on class status]

*Mental Model: Applying to School*

8. How much would you spend on tuition and books each year?

*Mental Model: Can I afford it? / How much does it cost?*

9. What kind of financial help can you get? Do you qualify for aid?

*Mental Model: Applying to School / Apply for financial aid*

## Usability testing scenarios

### **Audience: Current Students**

1. You're interested in signing up for a literature class. Where would you go to find more information about this course?

*Mental Model: Manage My Academic Career / Research my classes*

2. If an incident occurred on campus where would you expect to find information from the college?

*(Mental Model (N/A))*

3. You're interested in taking a painting class. Where would you go to get more information on the professor?

*Mental Model: Manage My Academic Career / Research my classes*

4. How would you stay up to date with the most current campus information?

*Mental Model: Campus Life / Find information*

5. You need to register for a class. How would you do that?

*Mental Model: Manage My Academic Career / Manage my classes- register online*

6. How would you stay up to date with MC outside of the MC web site?

*Mental Model: Socialize / Social networking*

7. Using the site, locate a professor on the Gaithersburg campus.

*Mental Model: Manage My Academic Career / Get in touch with faculty*

8. Can you apply for parking on this site?

*Mental Model: Manage Finances / Pay for fees*

9. You need to research a topic for your next paper. Where would you go to begin your research?

*Mental Model: Studying / Research- use the MC Library Site*

## Usability testing scenarios

### **Audience: Faculty**

1.How would find your next pay date?

*Mental Model: Perform Administrative Functions / Forms & Schedules- Look up our pay schedules*

2.A student asked you when the next Annual Student Exhibition is going to occur. How would you find that information?

*Mental Model: Stay Informed / Find out about events*

3.A student needs to your drop your class. How would you direct them to the proper paperwork to fill out?

*Mental Model: Advise Students / Help Students- Pull up forms for students*

4.Can you apply for parking on this site?

*Mental Model: Perform Administrative Functions / Forms & Schedules- Apply for parking*

5.How would find the Art department's phone number?

*Mental Model: Find People and Departments / Department Info- Get department's phone numbers*

6.You are attending a MC class off campus, how would you find the address of that location?

*Mental Model: Find People and Departments / Campus Info*

7.Find another professor's phone number.

*Mental Model: Find People and Departments / Faculty Info- Find a professor's phone number*

8.Where do you expect to find your class web site?

*Mental Model: Manage Classes / Disseminate Info*

## Usability testing scenarios

### Staff

1. What events are going on at MC this week?

*Mental Model: Keeping up to date*

2. You're on the phone with a prospective employee who needs directions to your building. Where would you suggest they look?

*Mental Model: Answer people's questions, Give directions*

3. You need to talk to a professor in the [chemistry] department, where can you find his/her phone number?

*Mental Model: Contact MC Staff / Look up people's contact information*

4. You're interested in taking a Spanish course but you need to find a class that works for your schedule. How would you do that?

*Mental Model: Take Classes / See what classes are offered*

5. You want to find out when fall semester/quarter begins; where would you look?

*Mental Model: Keeping up to date / academic schedule*

6. You're planning a vacation for this July. How do you request vacation leave?

*Mental Model: MyMC/Travel forms*

7. You need to submit a reimbursement form; where would you find one?

*Mental Model: MyMC/ reimbursement*

8. How would you renew your parking permit? If necessary follow-up with: Can you renew online?

*Mental Model: MyMC / Pay for Parking Pass*