

EMPIRICAL RESEARCH | RESULTS FORM

USABILITY STUDY

- Encourage user to think out loud
- Practice thinking out loud with user before the study begins
- Record comments and behavior from user
- Question the user's reactions

Tasks to Evaluate:

Task 0: Let user explore prototype

Task 1: Order a drink

Task 2: Order a food item

Task 3: Play a game from the entertainment section

Task 4: Reorder a drink

Task 5: Pause the game

Task 6: Continue game

Task 7: Pay the bill