Observer instructions
You will be running a usability test of a standard screen reader for people with low-level or no vision. Please do not tell your team member who is the “tester” what this software is or what you will be doing. Otherwise, he or she might try to check it out beforehand. Surprise is important here.

Tasks you need to do:
1. Install and learn how to use screen reader software for simple desktop functions and browsing web pages (browser).

   We will use a demo version of JAWS that you can download and install on a PC. The URL is www.freedomscientific.com/fs_downloads/jaws.asp

   There is also a section of the website where you can download “getting started” software http://www.freedomscientific.com/Training/JAWS_training_hq.asp. You should take notes on problems you have learning this product.

2. During the session, blindfold the tester. Then, follow the procedure on the initial Exercise #2 handout. In stage one, the tester will be taught by you to use a subset of the software. Thus, you (the observers) need a simple teaching plan. Include the basic elements of these tasks, such as moving around the deskspace or window, reading menus, selecting items in a menu, etc. Have the tester practice on the CIS Dept webpage (www.cs.uoregon.edu). Note that there is a 40 minute time limit for the JAWS demo software. You should restart the machine and relaunch JAWS after you finish the stage one teaching so that you will have enough time for the second stage.

3. The second stage is to perform these real-life tasks (No more than 40 minutes for these tasks.):
   Task #1: Using the desktop, find and launch a browser from an icon on the desktop.
   Task #2: Go to the Access Cork home web page http://www.accesscork.ie/
   Task #3: Find a pub in Cork that allows guide dogs.
   Task #4: Bookmark this page
   Task #5: Go to target.com
   Task #6: Find out the hours of the store in Eugene?
   Task #7: Quit the browser

Note: if the tester can’t do a task, then skip it noting the reasons why.

4. Finally, when you evaluate usability of the command language, you also need to consider usability of the website itself. Where is the usability problem? Is it the way the user interacts with the command language itself, or the way the developer of the website pays attention to the
fact that the user is using a screen reader or not. Your goal in this exercise is to redesign the command language, not the website. For example, if the user can’t remember how to move forward to the next image, that is a command language usability design issue; on the other hand, if the alt text tag contains null text, that is a website accessibility issue. (You might want to analyze these websites home page for accessibility with Cynthia <http://www.contentquality.com/>. Note Lecture 3 has more information on this. Does it match up with what you are observing with your user?)