

General observations

Roboto not available for most, browser default font used

Most did not read/stick to the scenario

Our task descriptions could have been clearer

Overall impression is: this is fine. Dull, but fine.

C1022S75_20

C1022S75_17

C1022S75_15

C1022S75_13

C1022S75_11

C1022S75_9

C1022S75_7

C1022S75_4

"It's a really boring-looking form, it has to be said."

Selects No from dropdown

"It's a bit bare ... there is not a lot of information"

Specify work email address, work phone

"It seems quite clearly laid-out"

"It's an identical form"

"It's a bit... bland"

"The tab works, that's good."

"Everything looks normal, it's just on the one form"

"For anything I don't understand I can just click on the question mark"

Completes both scenarios in utter silence

Selects Yes on dropdown

"This is the same form that I've just filled in."

Selects Yes on dropdown

"Not sure what's going on here, I've just done this"

"It's really boring, it looks really basic and old-fashioned"

Textarea completes in middle of field which confuses

Wants a choice of email or phone

Thinks they will have to re-do the whole form after clicking Change address

"Text is a good size"

"That seems fine"

"Text is quite small" (font hasn't loaded)

Address lookup works fine

Enters first part of postcode in company name field

"No, no frustrations. Very simple to fill in."

Pastes full address into field

Abandons task

"It's a pretty basic form"

"I've filled it in, I've submitted it, and now I'm seeing success again"

"But it's easy enough to fill in"

"On the whole this is fine"

Selects Yes

"That's good information, useful information, if I've just submitted an enquiry"

Completes details easily

"No real frustrations, simple form, easy to fill in."

Submits without completing address or accepting privacy

Address lookup does not fire (Chrome/Mac)

"There's nothing confusing about it"

Expects postcode field to trigger a search

Would like a phone no. in success message if they have questions

"I wouldn't click the privacy notice link ... nobody does"

"Can't think of any frustrations straight away ..."

"No real frustrations, simple form, easy to fill in."

Submits without completing address or accepting privacy

"Yeah, that was fairly straightforward. Success."

"Looking at the form it's really clear, simple"

"It's not ... bad, I guess"

Privacy link butts against preceding text

"... everything's very well labelled."

"No real frustrations, simple form, easy to fill in."

Submits without completing address or accepting privacy

"Yeah, that was fairly straightforward. Success."

"Can't think of anything else you need to add in"

"All the usual stuff"

"No real frustrations, simple form, easy to fill in."

Submits without completing address or accepting privacy

"Yeah, that was fairly straightforward. Success."

"That's good, I like that it actually tells you when you should expect a response and that it has been submitted."

Textarea completes in middle of field which confuses

"Simple form, but it does the job."