COM

Usability Test Protocol

Created by Ezio E Magarotto, Lead UX Architect

Schedule (TBD)

Client #	Contract Party	Time Zone	Contact Name	Contact Email	First Session	Project Attendee

Introductory Script [3 minutes]

[Start Recording]

Thank you for volunteering to provide your feedback in our COM kickoff session today. We are conducting these sessions with several individuals, and then will combine all the feedback into a report for the project team. Your experience and input today will help shape the design and help us ensure it meets your expectations. We'll be focusing on a new design which will pull together the various avenues in which you interact with Providers into an integrated Provider tool. As part of the session, I'll ask you for input concerning the prototype version of this new design. Additionally, I'm very interested in hearing your thoughts regarding how easy or difficult the prototype is to use.

I also want to let you know that there may be other members of the project team observing the session. We would like to record this session today, but only for our internal team's use and to make note-taking easier so I can stay focused on our session today. We will keep all of your comments anonymous. Is it OK to record?

[Turn off Recording if participant does not verbally consent]

Do you have any questions before we begin?

[Move on to Warm Up Questions]

Warm Up Questions [3 minutes]

OK, before I send you the prototype link I have a few general questions about the client organizations you work with.

1. How do you currently work with your clients to organize their Providers? What do you like or dislike about that current process?
2. How much time a day do you currently spend doing this task?
3. Do you leverage any other applications for this?
4. Would you share with me the number of individuals you or your primary contact works with in order to complete this activity?

WebEx Setup [2 minutes]

[Make participant the presenter and explain how they may select Share Desktop]

Initiate Scenario [20 minutes / 10 minutes per Scenario]

While you explore the prototype, please think out loud – that is, verbally describe out loud what you are thinking, why you are doing what you are doing, and what you expect to happen as a result. No detail is too minor or insignificant. Also, feel free to ask questions at any time.

Please keep in mind, too, that this prototype is not the real system and all the data you will see is fictitious. Not all links or pages may be fully functional. If something unexpected occurs, or a link does not work, simply explain what you would have expected to happen, had that feature been working properly.

In a moment I will send you the link to the prototype, but I ask you to not click on anything yet. I am interested in your first impressions. OK, let's get started.

[Send prototype URL to participant via chat]

[Have participant begin utilize the talk aloud method]

[Observe participant]

Part 1: COM Landing Page [10 minutes]

For part one, I'd like you to focus on the center section of the prototype. I'd like you to use this section to select a client for which you will add a new Provider, then sort and filter. Next please make a Client a favorite.

Focus Areas
- Did user correctly understand how to add a Client to favorites? How about sorting and filtering?
- Did user correctly understand how to select a Client?

Talking Points
- What were your general impressions of this page? Why?
- What did you like and/or dislike about the various tasks you were asked to complete? Why?
- What, if anything would you add or remove from the default view? Why?

Part 2: Provider Prospective Page [10 minutes]

For part two, I'd like you to imagine that you have been tasked to assign two new Providers and remove another of your choosing. Please use the prototype, along with the "talk-aloud-method, to do this.

Focus Areas
- Did user notice and use the expand card feature?
- Did user correctly understand how to add a Provider? How about editing?
- Did the user correctly understand how to name the SmartBoard?
- Did the user notice the post naming alert message?

Talking Points
- What were your general impressions of this page? Why?
- What did you like and/or dislike about the process? Why?

- What, if anything would you add or remove from the process? Why?

Part 3: Provider Page [10 minutes]

For our final part, I will have you look at a Provider page.   I am interested in hearing your comments on the the search, add, and edit features.

Focus Areas
- Did user correctly understand how to leverage the search tool? Did the results make sense?
- How was the snackbar interaction received by the user?
- Did the user correctly understand the add and edit feature?

Talking Points
- What were your general impressions of the search functionality? Why?
- What did you like and/or dislike about the process? Why?
- What, if anything would you add or remove from the process? Why?

Closing Questions [5 minutes]

1. Please explain which areas of the prototype would likely provide you the most insight when creating reports
2. Please explain if there is anything you would do to improve the process of creating reports.
3. Please explain if you found anything confusing or surprising with the prototype.
4. Please describe your overall impression of the prototype you viewed today. What did you like or dislike about it? Please explain your answer.
5. If you had a magic wand, how would you change the prototype?
6. Did the site leave you with any unanswered questions? If so, what are they?
7. Would you be likely to use or recommend this site? Please explain.

Closing Script [2 minutes]

OK, great! We're done. I want to thank you again for taking the time to provide your valuable feedback in today's kickoff session. As stated earlier we'll be combining your experience and feedback with the other participants in order to create an integrated reporting experience that best meets your needs. To stop sharing your screen and close the WebEx simply hit the "X" in the upper right corner. Thanks and have a great afternoon! Goodbye.

[Stop Recording]