

IS Tools & Services Paper Prototype

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Introduction

The Usability Testing taking place is to research the usability of some potential ideas regarding the IS Tools & Services section on the new Kraft Intranet. We will be testing three scenarios these include: where to find information regarding finding information for:

- A typical working situation
- By a tool

Overview of Usability Test Scenarios

We have presented the user with 4 scenarios:

1. Design 1 - Order an iPhone
2. Design 1 - Learn how to access your email while traveling
3. Design 2 - Order an iPhone
4. Design 2 - Learn how to access your email while traveling

Script to be read aloud to participant

We would like to thank you for participating in this study. We are researching the usability of some potential ideas regarding the Payment Information screen in App Online. We are going to take a look at a prototype which means that some things may not look or behave exactly like they would in the real system.

Your feedback is very valuable and may help us to further improve your experience. During this session, I will ask you a series of questions. There is no right or wrong answer to these questions, but I ask that you be as honest and candid as possible. Please keep in mind that **we are testing the system, not you.**

Also, while you are performing each task, we would like to ask you **to think aloud - tell us what you are thinking, why you are doing what you are doing, and what you expect to happen as a result of it.** Don't feel that any detail is too minor or insignificant, whether negative or positive. Also, please feel free to ask questions at any time.

You will not be personally identified in the report. The session will last about 30 minutes. Do you have any questions?

Pre Questions:

1. Full name
2. Title
3. Role
4. Do you travel much?
5. Do you travel internationally?
6. Common issues you've had when traveling?
7. What do you think may be helpful to know when traveling?
8. How often to do you currently use the existing portal?
9. Have you ever gone to the current Centro site?
10. Did you find what you needed?
11. What did you feel wasn't there that needed to be?
12. What did you feel was there that didn't need to be?

Task 1 – Order an iPhone v1

Pretend that you've just overheard that Kraft is now supporting iPhones and you want to learn more about them and potentially buy one.

We are going to assume that you have already opened a browser and navigated to the Kraft portal site. You have already clicked on IS Tools & services.

You have come to this page (the IS Tools and Services landing page) and now want to find out about the iPhone.

Go ahead and use the back of my pen/pencil to point to where you would go to find out

We encourage you to think aloud and tell us what you're seeing and doing.

Probing Questions:

Before use points stop:

- Where else may you click to find that out?
- Where would you expect to go from here?
- What would you do next?
- How would you move to the next part of the process?

Ending Questions:**Overall**

- Was it easy for you accomplish this task and why?
- What did you like about this option?
- What did you not like about this option?
- What does the left side of the page tell you?
- What would you expect to happen if you clicked on any one of those categories such as "Working from..."

Home

- How do you feel about the naming of "by tool" or "by working situation"?
- Did you feel as though those names are clear?
- What better name you would suggest?

Phone

- What are your thoughts on the phone page?
- What sort of information did you see on this page?
- What information is here that shouldn't be?
- What information is not here that should be?
- Do you know what a blog is?
- If there was links to blogs on this page relating to topics such as cell phone, office phones, and smart phones do you think this is the best place to access this?

Smart phone

- What are your thoughts on the smart phone page?
- What sort of information did you see on this page?
- Do you believe users would want to create blogs and have discussions relating to iPhone, blackjack, and Treo?

Like

Did not like
Overall Comments

Task 2 Access your email while you're traveling (v1)

This time, pretend that you are a person who travels 4 days/week.

Again you have already opened a browser and navigated to the Kraft portal site. You have already clicked on IS Tools & services.

You have come to this page because you are now in Arkansas and are not sure how to access your Kraft email.

Go ahead and use my pen/pencil to point to where you would go to find out

We encourage you to think aloud and tell us what you're doing.

Probing Questions:

Before use points stop:

- Why did you point there?
- Did that name make sense to you?
- Is there a better name you would suggest?
- Where would you expect to go from here?
- What would you do next?

Ending Questions:

- Was it easy for you accomplish this task and why?
- Is this something you expected to see?
- What did you like about this option?
- What did you not like about this option?
- Is there any information on this page that should be there but wasn't?
- Is there any information on this page that shouldn't be there?

Working from Road

- What are your thoughts on the working from the road page?
- What sort of information did you see on this page?
- What information is here that shouldn't be?
- What information is not here that should be?
- Do you know what a blog is?
- If there was links to blogs on this page relating to topics such as cell phone, office phones, and smart phones do you think this is the best place to access this?

Like

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Did not like

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Overall Comments

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Task 3 – Order an iPhone v2

Again pretend that you've just overheard that Kraft is now supporting iPhones and you want to find out more information about them.

We are going to assume that you have already opened a browser and navigated to the Kraft portal site. You have already clicked on IS Tools & services.

You have come to this site because you travel at least 4 days/week and are looking to find some key technology related information which may be helpful for you as you travel.

Go ahead and use my pen/pencil to point to where you would go to find out

We encourage you to think aloud and tell us what you're doing.

Probing Questions:

Before use points stop:

- Where would you expect to go from here?
- What would you do next?
- How would you move to the next part of the process?

Ending Questions:**Overall**

- What did you like about this option?
- What did you not like about this option?
- Was it easy for you accomplish this task and why?
- How does this option compare to Take #1?
- Which option would you prefer to see?

Home

- How do you feel about the naming of "by tool" or "by working situation"?
- Did you feel as though those names are clear?
- What better name you would suggest?

Phone

- What are your thoughts on the phone page?
- What sort of information did you see on this page?
- What information is here that shouldn't be?
- What information is not here that should be?
- If there was links to blogs on this page relating to topics such as cell phone, office phones, and smart phones do you think this is the best place to access this?

Smart phone

- What are your thoughts on the smart phone page?
- What sort of information did you see on this page?
- Do you believe users would want to create blogs and have discussions relating to iPhone, blackjack, and Treo.

Like

Did not like
Overall Comments

Task 4 Access your email while you're traveling (v2)

Again we are going to pretend you are a person who travels 4 days/week.

Again you have already opened a browser and navigated to the Kraft portal site. You have already clicked on IS Tools & services.

You have come to this page because you are now in Arkansas and are not sure how to access your Kraft email.

Go ahead and use my pen/pencil to point to where you would go to find out

We encourage you to think aloud and tell us what you're doing.

Probing Questions:

Before use points stop:

- Why did you point there?
- Did that name make sense to you?
- Is there a better name you would suggest?
- Where would you expect to go from here?
- What would you do next?

Ending Questions:

- What did you like about this option?
- What did you not like about this option?
- Was it easy for you accomplish this task and why?
- What are your thoughts on this design?
- Is there any information on this page that should be there but wasn't?
- Is there any information on this page that shouldn't be there?
- Is this something you expected to see?

Home

- How do you feel about the naming of "by working situation"?
- Did you feel as though that was clear?
- What better name you would suggest?

Phone

- What are your thoughts on the phone page?
- What sort of information did you see on this page?
- What information is here that shouldn't be?
- What information is not here that should be?
- Do you know what a blog is?
- If there was links to blogs on this page relating to topics such as cell phone, office phones, and smart phones do you think this is the best place to access this?

Smart phone

- What are your thoughts on the smart phone page?
- What sort of information did you see on this page?
- Do you believe users would want to create blogs and have discussions relating to iPhone, BlackJack, and Treo

Like

Did not like
Overall Comments