Test Design

We conducted six one-hour user tests to evaluate our HRDC intranet site. We tried to evaluate each section equally, so this is the protocol we followed:

1. Search for specific files/documents (10 mins)
2. View/add/delete from the event calendar (10 mins)
3. Submit a sample support ticket (5 mins)
4. Access employee handbook (15 mins)
5. Navigate to the paystub system (10 mins)
6. General Site exploration (10 mins)

We focused on the users being able to navigate the site themselves with little intervention from the devs.

Test Participants

1. Daytona Schuman - 23, Server at Texas Roadhouse
   a. Uses basic workplace systems but no experience with our intranet.\
   b. **Tested with Logan Schuman**

2. Emma Wilson - 19, Barista at Wild Joe's Coffee
   a. Comfortable with social media but limited experience with administrative systems.
   b. **Tested with Tyler Foster**

3. Tyler Rodriguez - 21, Student Worker at MSU Library
   a. Familiar with university databases but new to social service platforms.
   b. **Tested with Michael James**

4. Caden Masa - 21, Maintenance worker at Flathead Electric
   a. : Uses electrical hardware and systems daily but minimal experience with intranets.
   b. **Tested with Erik Morgan**

5. Mason Jackson 20, RA at MSU Bozeman:
   a. Deals with computer systems through the university, but no intranet experience.
   b. **Tested with Nate Mosher**

6. Ashley Williams - 25, Sales Representative
   a. Experienced with design and customer interaction, but little to no technical experience.
   b. **Tested with Dylan**

Test Observations

Most users completed basic tasks but struggled with:

- Finding their way back to the homepage via HRDC icon
- Creating events for the calendar
- Locating specific handbook sections
- Understanding the admin vs. regular user permissions

Key Insights

The interface made sense to users familiar with similar systems, but newcomers needed clearer navigation cues and simplified terminology. The search function wasn't immediately obvious to most users.

Changes Implemented

1. Added a prominent home button
2. Made a more user friendly and clear event-able calendar
3. Improved handbook organization
4. Added tooltips explaining admin-only features