OnCore Consulting

⬤oncore consulting

OnCore Consulting requests your help. We are performing this Usability Survey to determine if we have adequately implemented the CalOrders application that provides is efficient, effective, and satisfies your needs to execute your daily job activiites. We have designed the appl;ication to be intuitive, easy to use, and efficient with your time.

In the pages that follow, please perform the identified tasks in CalOrder and after each task complete the survey section.

Your Name:

Cindy Hinh-Phan – iPad

1. Create an order for four monitors and four desktop computers with mice and keyboards.

1a. Were you able to complete the task without any application errors?

☑ Yes   ☐ No

1b. If you answered no to question 1a, please explain why you were not able to complete the task.

Reason:

1c. Were the steps to complete the task easy to complete without much thought or effort on your part?

☑ Very easy   ☐ easy   ☐ Sufficient   ☐ Not intuitive

1d. How likely would you be able to easily complete this task in the future?

☑ Very likely   ☐ Likely   ☐ 50/50   ☐ Not likely

1e. How quickly were you able to complete the task?

☑ Less than expected   ☐ As expected   ☐ More than expected   ☐ Consistently more

1f. Overall, how satisfied were your ability to complete this task while using CalOrder?

☑ Very Satisfied   ☐ Satisfied   ☐ Disappointed   ☐ Very disappointed

1g. Please provide your comments or suggestions on your experience with CalOrders while executing this task.

2. Cancel the order you created in step 1

2a. Were you able to complete the task without any application errors?

☐ Yes ☑ No

2b. If you answered no to question 1a, please explain why you were not able to complete the task.

Reason: *Cancel feature is not yet available.*

2c. Were the steps to complete the task easy to complete without much thought or effort on your part?

☐ Very easy ☐ easy ☐ Sufficient ☐ Not intuitive

2d. How likely would you be able to easily complete this task in the future?

☐ Very likely ☐ Likely ☐ 50/50 ☐ Not likely

2e. How quickly were you able to complete the task?

☐ Less than expected ☐ As expected ☐ More than expected ☐ Consistently more

2f. Overall, how satisfied were your ability to complete this task while using CalOrder?

☐ Very Satisfied ☐ Satisfied ☐ Disappointed ☐ Very disappointed

2g. Please provide your comments or suggestions on your experience with CalOrders while executing this task.

3. Search for laptops. Compare two laptops. Choose the laptop with the best potential performance and order one with a 2-year extended warranty plan.

3a. Were you able to complete the task without any application errors?

☑ Yes ☐ No

3b. If you answered no to question 1a, please explain why you were not able to complete the task.

Reason:

3c. Were the steps to complete the task easy to complete without much thought or effort on your part?

☑ Very easy ☐ easy ☐ Sufficient ☐ Not intuitive

3d. How likely would you be able to easily complete this task in the future?

☑ Very likely ☐ Likely ☐ 50/50 ☐ Not likely

3e. How quickly were you able to complete the task?

☑ Less than expected ☐ As expected ☐ More than expected ☐ Consistently more

3f. Overall, how satisfied were your ability to complete this task while using CalOrder?

☑ Very Satisfied ☐ Satisfied ☐ Disappointed ☐ Very disappointed

3g. Please provide your comments or suggestions on your experience with CalOrders while executing this task.

4. *Perform a search for extended warranty plans for one particular laptop.*

4a. Were you able to complete the task without any application errors?

☑ Yes   ☐ No

4b. If you answered no to question 1a, please explain why you were not able to complete the task.

Reason:

4c. Were the steps to complete the task easy to complete without much thought or effort on your part?

☑ Very easy   ☐ easy   ☐ Sufficient   ☐ Not intuitive

4d. How likely would you be able to easily complete this task in the future?

☑ Very likely   ☐ Likely   ☐ 50/50   ☐ Not likely

4e. How quickly were you able to complete the task?

☑ Less than expected   ☐ As expected   ☐ More than expected   ☐ Consistently more

4f. Overall, how satisfied were your ability to complete this task while using CalOrder?

☑ Very Satisfied   ☐ Satisfied   ☐ Disappointed   ☐ Very disappointed

4g. Please provide your comments or suggestions on your experience with CalOrders while executing this task.

5. View the open orders.

5a. Were you able to complete the task without any application errors?

☑ Yes   ☐ No

5b. If you answered no to question 1a, please explain why you were not able to complete the task.

Reason:

5c. Were the steps to complete the task easy to complete without much thought or effort on your part?

☑ Very easy   ☐ easy   ☐ Sufficient   ☐ Not intuitive

5d. How likely would you be able to easily complete this task in the future?

☑ Very likely   ☐ Likely   ☐ 50/50   ☐ Not likely

5e. How quickly were you able to complete the task?

☐ Less than expected   ☐ As expected   ☑ More than expected   ☐ Consistently more

5f. Overall, how satisfied were your ability to complete this task while using CalOrder?

☐ Very Satisfied   ☑ Satisfied   ☐ Disappointed   ☐ Very disappointed

5g. Please provide your comments or suggestions on your experience with CalOrders while executing this task.

It was easy but time consuming b/c I had to flip through the pages to view open orders. A search feature would be helpful.