

## Usability Questionnaire

### Demographic information

Position title: Accounting Services Analyst.

Position type: Manager ☐ Team Leader ☐ Staff member ☒

How many years you have been working in eHealth: 4

Please rate your technical skill level: 8

Highest education Degree: Diploma

Gender: Male ☐ Female ☒ Prefer not to say ☐

Age range: 18-25 ☐ 26-35 ☒ 36-45 ☐ >45 ☐ Prefer not to say ☐

### Part 1 Guided Questions

1. Could you please login using employee's credentials?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

2. Could you update your profile information and image?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

How to change  
profile image

3. Could you please generate a new idea and submit it?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

~~So~~ need bigger  
fonts

4. Could you find out your new idea?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

Clicked on My Ideas

Sorting in My Ideas by POCA

5. The manager declined your idea, could you please abandon it?

Completed smoothly Completed with some confusion - Not completed

Given Feedback:

use of search to  
find using string

Diff color

6. The manager agrees with your idea, but decided to do it in a later stage, could you please park your idea?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

went to all parked idea

7. The manager approved your idea, could you please start plan phase?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

8. Please navigate to your saved ideas

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

font are tiny

How to unsave a idea

9. Please navigate to parked ideas

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

10. Please navigate to success stories

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

click on <sup>Name</sup> image  
to get their info

11. Please navigate to your dashboard

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

Dashboard under  
user name

12. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

General idea page

13. Please navigate to your teams ideas

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

14. Please log out.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

15. Could you please login using manager's credentials?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

16. Could you check your profile information?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

17. Please navigate to your saved ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

18. Please navigate to parked ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

19. Please navigate to success stories

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

20. Please navigate to your dashboard

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

21. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

50/50

22. Please navigate to your teams ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

23. Please accept an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

24. Please decline an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

25. Please park an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

26. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

27. Please log out.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

Duplicate

DO

add tasks,  
add more than one employee

## Part-2 Open ended Questions

1. What did you like and didn't like about eIDEAS?

easy to navigate on side  
profile info, save idea button  
search for ideas

2. What general comments/questions do you have about eIDEAS in its current form?

blue + green layout on the website as it  
is on current websites





## Usability Questionnaire

### Demographic information

Position title: *Senior Lean Leader*

Position type: Manager [ ] Team Leader [ ] Staff member [☒]

How many years you have been working in eHealth: *6*

Please rate your technical skill level: *Average*

Highest education Degree: *Technical Post-Secondary*

Gender: Male [ ] Female [☒] Prefer not to say [ ]

Age range: 18-25 [ ] 26-35 [☒] 36-45 [ ] >45 [ ] Prefer not to say [ ]

### Part-1 Guided Questions

1. Could you please login using employee's credentials?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

2. Could you update your profile information and image?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

3. Could you please generate a new idea and submit it?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

4. Could you find out your new idea?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

*more than 255  
characters*

5. The manager declined your idea, could you please abandon it?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

*dropdown box  
list*

6. The manager agrees with your idea, but decided to do it in a later stage, could you please park your idea?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

all idea  
then filter to team  
and then staff idea

7. The manager approved your idea, could you please start plan phase?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

8. Please navigate to your saved ideas

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

switch to follow/subscribe

9. Please navigate to parked ideas

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

10. Please navigate to success stories

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

11. Please navigate to your dashboard

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

both

half and half

dashboard on right column  
for a glance

12. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

13. Please navigate to your teams ideas

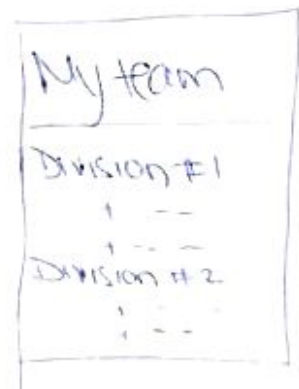
Completed smoothly - Completed with some confusion - Not completed

Given Feedback:

Dvs >



drop-down list



14. Please log out.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

Logout link on the right top side,

15. Could you please login using manager's credentials?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

16. Could you check your profile information?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

changing password is easy

17. Please navigate to your saved ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

18. Please navigate to parked ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

19. Please navigate to success stories

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

20. Please navigate to your dashboard

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

Click on graph to show tables with numbers

21. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

Dashboard with 80% or more with all ideas

22. Please navigate to your teams ideas

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

my team	+1
Divinam 1	+2
Divinam 2	+1
	+2



23. Please accept an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

Accepted & Status: Plan

24. Please decline an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

decline instead of  
abandoned  
employee side abandoned  
is good

25. Please park an employee's idea.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

parked idea + link to  
see all parked idea

26. Do you prefer to land on Dashboard or to this general home page?

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

button to home page

27. Please log out.

Completed smoothly – Completed with some confusion – Not completed

Given Feedback:

logout <sup>top</sup> on right  
corner

## Part 2 Open ended Questions

1. What did you like and didn't like about eIDEAS?

Simple layout, all tabs on every page

Small fonts  
better clarification on search

2. What general comments/questions do you have about eIDEAS in its current form?

changing your password

Notifications & change color to yellow