



eIDEAS

**Usability Questionnaire**

**& EHealth Visit Review**

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**1. eHealth Visit**

The information gathered from eHealth was done by asking 4 different employees that had different demographics and experiences.

* 1. **Experience:** Going to eHealth was a great chance to touch base with more clients in different areas of eHealth. This gave many different views for eIDEAS and employee thoughts about it. We were rushed for time, but the information we retrieved was very helpful and useful to our app.
  2. **Suggestions:** Since time was a big concern for the amount of testing we were able to do, in the future it would be beneficial to send the consent form to be given to the participants before we, i.e. the researchers, go to eHealth. This would allow them to fill out the forms and save us about 10 to 20 minutes. Having even 10 more minutes may have been beneficial in getting a bit more user feedback.
  3. **Concerns for eIDEAS:** Some of the concerns that different employees have and some that we have come from a worry of poor ideas being submitted on purpose. It is a concern that if the application becomes mandatory in any way that employees will not be as motivated to use the application, may not take it as seriously, or may submit bad/poor thought of ideas to meet a quota of submitting an idea. eHealth should be weary that mandatory idea quotas may make employees dislike the application and may deteriorate the quality of ideas.
  4. **Concerns for Gamification:** A similar concern as making eIDEAS mandatory is that the gamification could punish good idea posters and reward people purposely submitting bad or unimportant ideas. For example, if ideas that are acted upon are the only ideas that get rewards then an idea that may be really good, but not feasible due to budget and is then abandoned would not be rewarded in any way. Another example, is that if users get more points for posting a new idea every day then users may post anything without thought just to get the additional points. This may not be beneficial to eHealth and may actually cause employees to take up more time of their day to submit, read, and consider these ideas. If gamification is approved and added, it is important that eHealth consider the consequences of any implementation and how they affect the mindsets of employees and how they affect the ideas themselves. The implementation should be beneficial for eHealth, employees, and ideas.

**2. Demographic Information**

***Figure 2-1. Position Title***

***Figure 2-2. Position Type***

***Figure 2-3. Team***

***Figure 2-4. Years with eHealth***

***Figure 2-5. Technical Skill***

***Figure 2-6. Highest Education***

***Figure 2-7. User Gender***

***Figure 2-8. User Age Range***

**3. Preliminary Questions & Feedback**

All participants said they would use eIDEAS, however one of them said that they would only use it if it was useful. This user may decide to use it once and if they deem it unusable they and possibly many other employees may not use it again.

***Figure 3-1. Will Use eIDEAS***

Half the participants said they would use eIDEAS sometimes and the other half said often. This shows that, even if the employees are not using the apps regularly, ideas should still be posted or viewed or edited.

***Figure 3-2. Suspected Usage***

**4. Guided Questions**

We found that all the participants were having issues with registration because the password requirements were not clear until after the first registration try. To assist in this, our team has planned to implement showing password requirements directly on the registration page instead of having them show up when password are incorrectly done.

***Figure 4-1. Registering***

***Figure 4-2. Logging Out***

***Figure 4-3. Forgotten Password***

***Figure 4-4. Logging In***

Users had no concerns navigating to this page and using it. There was a concern that the participants would not find it since it was not explicitly stated as a button called “manage account”. The participants said it could be a bit more clear, but otherwise is a good location.

***Figure 4-5. Managing Account***

***Figure 4-6. Navigate to Idea Page***

Although no concerns creating an idea, there was uncertainty if the “Solution” text box was for the final solution or for the proposed solution.

***Figure 4-7. Creating an Idea***

***Figure 4-8. Seeing Their New Idea***

Some participants were unsure if ideas can be edited past certain stages and suggested that at certain points the ideas should not be editable. They also wanted changes to be made in fewer steps. Overall, there were no more concerns and the changing colours of a status were well liked.

***Figure 4-9. Changing Idea Status***

Participants suggested an edit limitation and edit locking at certain points in an idea’s lifetime.

***Figure 4-10. Editing an Idea.***

No concerns, but one participant would like to see ideas to have a number to track specific ideas better/easier.

***Figure 4-11. Filtering Ideas***

No concerns with commenting, but most participants want the comment button to be moved, more obvious, and/or bigger.

***Figure 4-12. Commenting on Ideas***

No concerns, but all participants want the button to be more obvious and/or to show something when the mouse hovers over the like button. We also discovered a bug that users could like a post many times.

***Figure 4-13. Liking an Idea***

There was a note that the participant likes the ability to unsubscribe.

***Figure 4-14. Subscribing to an Idea***

Participants were happy they could delete their idea, but feel that it is too easy to delete ideas and suggested to add an extra step prompting the user if they are sure or not incase they accidently select delete. A note was also said that an administrator not a manager should be able to delete ideas.

***Figure 4-15. Deleting an Idea***

**5. Post Questions**

Overall, participants felt that eIDEAS was easy to use. The feedback given will be very beneficial in making eIDEAS easier to use starting from registration all the way to creating and viewing ideas.

***Figure 5-1. eIDEAS is Easy to Use***

Overall, participants felt that eIDEAS was easy to navigate however there was concern from one participant that navigating was not obvious or easy. The feedback given will be very beneficial in making eIDEAS easier to navigate.

***Figure 5-2. Pages Were Easy to Navigate***

Overall, participants felt that eIDEAS pages made sense however there was concern from one participant that the pages did not make sense. We are unsure why and believe that it may have to do with some pages not working properly or going to an incorrect page. This was caused due to development issues and will not be the case in the end product.

***Figure 5-3. Pages Made Sense***

There was no concern, other than the feedback given in the above section about registering, logging in, and logging out.

***Figure 5-4. Registering, Logging In, & Logging Out***

***Figure 5-5. Creating & Working with Ideas***

***Figure 5-6. Would use eIDEAS***

***Figure 5-7. Would Recommend eIDEAS***

***Figure 5-8. Participant Understands the Status Pending***

***Figure 5-9. Participant Understands the Status Pending***

***Figure 5-10. Participant Understands the Status Do***

***Figure 5-11. Participant Understands the Status Check***

***Figure 5-12. Participant Understands the Status Act***

***Figure 5-13. Participant Understands a Parked Idea***

***Figure 5-14. Participant Understands an Abandoned Idea***