



Usability Questionnaire

Part-1 Demographic Information

**Position Title:**

**Position Type:** Manager [ ] Team Leader [ ] Staff member [ ] Other:

**Team (Ex. HR, Risk & Quality, etc.)**:

**About how many years you have been working in eHealth:**

**Please Rate Your Technical Skill Level:**

Very Knowledgeable [ ] Knowledgeable [ ] Average [ ] Low [ ] Prefer not to say [ ]

**Highest education Obtained:**

High School Diploma [ ] Some Post-Secondary [ ] Bachelors [ ] Masters [ ] PhD. [ ]

Prefer not to say [ ] Other:

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

**Age Range:** <17 [ ] 18-25 [ ] 26-35 [ ] 36-45 [ ] >45 [ ] Prefer not to say [ ]

Part-2 Preliminary Questions & Feedback

1. **Do you think you will use eIDEAS?** Yes [ ] No [ ] Unsure [ ]
2. **How often do you think you would use eIDEAS?**

Often [ ] Sometimes [ ] Not Often [ ] Rarely [ ] Never [ ] Prefer not to say [ ]

1. **What do you think eIDEAS is?**

1. **Do you have any expectations, concerns, or other thoughts regarding eIDEAS?**

1. **Would you want to see some form of gameification to eIDEAS? Whether that is reward points, redeemable points, eIDEA titles (ex. “Top Idea Generator”), etc. Why or why not?**

1. **Please write any other comments below:**

Part-3 Guided Questions

Part-3a Employee Registration, Logout, & Login

1. **Register as a new Employee (I.e. a Team Member). Please remember your login credentials as you will need them for step 4.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please log out.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please click “Forgot Your Password” and follow the instructions. \*Once eIDEAS says it has sent you an email, please move onto step 4 below.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please Log back in.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

Part-3b Employee Settings

1. **Please go to the Manage Account page and update your name to something else.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please find the password reset through the Manage Account page. You do not need to reset it.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please navigate to the idea page.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

Part-3c Employee Ideas

1. **Please create and fill out an idea of some kind. You can leave status as is.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Can you see your idea on the ideas page?**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **The manager declined your idea, please change the idea status to abandoned.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please edit your idea and update it to something else.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Try some searching for different ideas by using the filter options. Filtering the search to look for abandoned ideas.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please comment something on an idea.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please like an idea.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please subscribe to an idea and then go to your subscribed ideas.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please delete the idea you created.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

Part-3d Manager Login

**Please Login with the following credentials:**

**You are now logged in as a manager. Please go to the ideas page.**

1. **Navigate to your team’s ideas and accept an employee’s idea.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please decline an employee’s idea.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

1. **Please park an employee’s idea.**

No Concerns [ ] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback:

Part-3 Post Questions

Part-3a User Manuals

**Were User Manuals Provided?** Yes [ ] No [ ]

**If Yes, Did You Use Any?** Yes [ ] No [ ]

**If Manuals Were Used, Please Rate Helpfulness:**

Very Helpful [ ] Helpful [ ] Somewhat Helpful [ ] Neither Helpful/Unhelpful [ ] Not Helpful [ ]

Part-3b Open Questions

**Please fill in the following as best you can:**

1. **eIDEAS was easy to use (0 very hard, 10 very easy):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **The pages were easy to navigate (0 very hard, 10 very easy):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **The pages made sense (0 complete nonsense, 10 makes total sense):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **Creating a user, logging in/out was easy (0 very hard, 10 very easy):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **Creating and working with ideas was easy (0 very hard, 10 very easy):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **You would use eIDEAS (0 never, 10 all the time!):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **Would you recommend eIDEAS to other employees?**

Yes [ ] No [ ] Maybe [ ] I would suggest not to use it [ ]

**It is important that employees and managers understand idea status, please rate your understanding of the following statuses:**

1. **I understand what a *pending* idea is (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what a *planned* idea is (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what the status *do* means (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what the status *check* means (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what the status *act* means (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what a *parked* idea is (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

1. **I understand what a *abandoned* idea is (0 do not understand, 10 understand):**

0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [ ]

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

1. **Is there anything you would like eIDEAS to have or have changed?**

1. **What general comments/questions do you have about eIDEAS?**