

MILESTONE 3 PRESENTATION



University
of Regina

Submitted to: Dr. Tim Maciag

Email: Tim.Maciag@uregina.ca

(36-337-2407)

Submitted by: Braintrust Group

School/Discipline: University of
Regina/SSE

Date: June 13, 2018

AGENDA

1. Objectives of Study
2. Research Methodology Used
3. Analysis Technique
4. Sampling
5. Data collection Method
6. Analysis and Interpretation
7. Findings and Recommendations
8. Limitations of the study
9. Conclusion

OBJECTIVES OF STUDY

To analyze usability and related functionality of Braintrust's eIDEAS application from both a quantitative and qualitative perspective.

RESEARCH METHODOLOGY USED

- *Sampling Design:* The sampling design was preselected for the Braintrust's research team by the product manager (Janice Wilby).
- *Population:* eHealth Employees'
- *Sources of Data:*
- Primary sources: The primary data was collected through questionnaires. Primary data consists of original information gathered from sample size of 6 respondents from eHealth.
- Secondary sources: Secondary data collected from UR Courses;
- (Link: <https://urcourses.uregina.ca/login/index.php>)

ANALYSIS TECHNIQUE

- Quantitative analysis is performed using the data collected at each outlet to estimate Braintrust's eIDEAS application;
- Tools Utilized (Usability Questionnaire)
- Percentage Analysis and Pie Chart

SAMPLING

- Sample Unit: Employees who may use the eIDEAS application at eHealth.
- Sample size: 6 respondents (Age ranging between 18– 46 years or above).
- Method: Questionnaire
- Data analysis method: Statistical method.
- Area of survey: eHealth, Regina (Government of Saskatchewan)
- Timing of survey: 8:30 am to 10:45am.

FIELD WORK- DATA COLLECTION METHOD

- Questionnaire was prepared by keeping the research objectives in mind.
- Accurate information was obtained by conducting direct interviews.

ANALYSIS AND INTERPRETATION

1.6 ANALYSIS AND INTERPRETATION

1.6.1 Age group of Respondents:

Result: This graph depicts most of the respondents (i.e. 50%) fall in the age group of 26-35

Table representing age Group of Respondents

Age group	No. of Respondents	Percentage %
18-25	0	0
26-35	3	50
36-45	1	16.6
46 or above	1	16.6
Prefer not to disclose	1	16.6
Total	6	100

Source: Primary Data, Table: 1.1

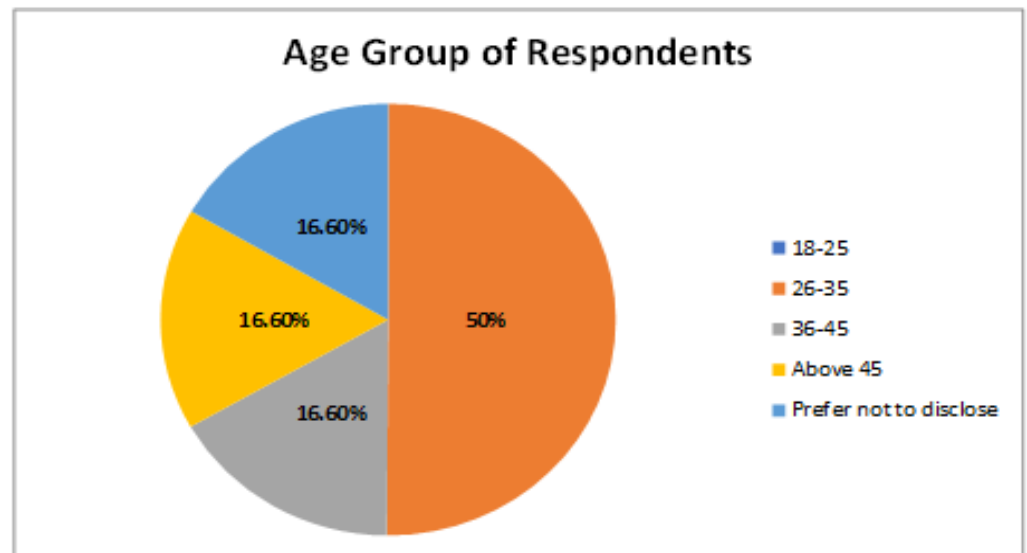


Chart No. 1.1

Cont.

1.6.2 Gender of Respondents: The gender of the respondents was divided into 3 groups: male, female, and I would like not to disclose.

Result: 16.6% respondents were male, 83.3% were female. This graph itself is showing more percentage of females rather than males.

Table representing age gender of Respondents

Gender	No. of Respondents	Percentage %
Male	1	16.6
Female	5	83.3
Not to disclose	0	0
Total	6	100

Source: Primary Data, Table: 1.2

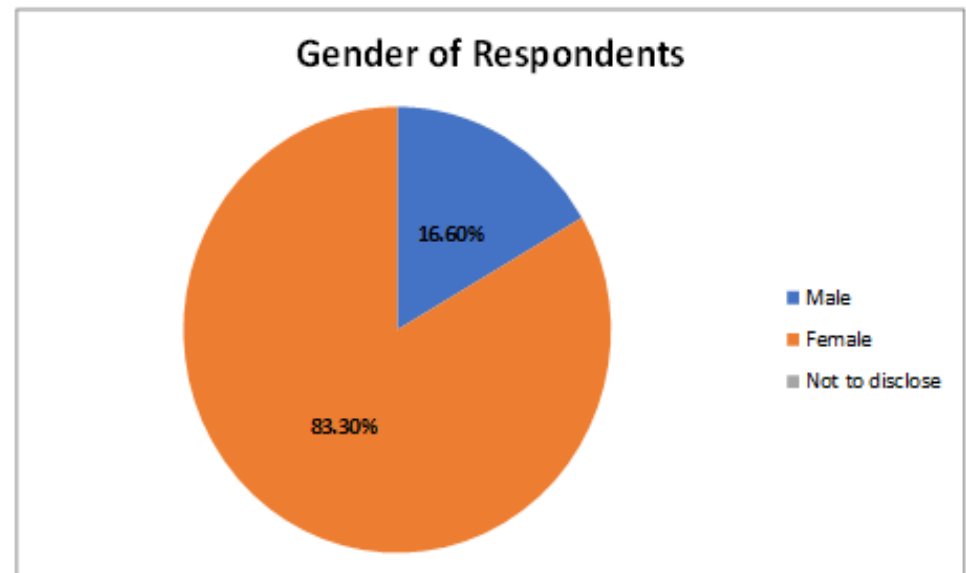


Chart No. 1.2

Cont.

1.6.3 Technical Skill level of Respondents: The level of technical skills of respondents (6) were divided into a specific scale. The scale was: Excellent, Above Average, Average, Below Average, Prefer not to disclose.

Result: Most of the respondents (66.6%) rated themselves as average with respect to technical skill level.

Table representing technical skill level of Respondents

Skill level	No. of Respondents	Percentage %
Excellent	0	0
Above Average	1	16.6
Average	4	66.6
Below Average	1	16.6
Prefer not to disclose	0	0
Total	6	100

Source: Primary Data, Table: 1.3

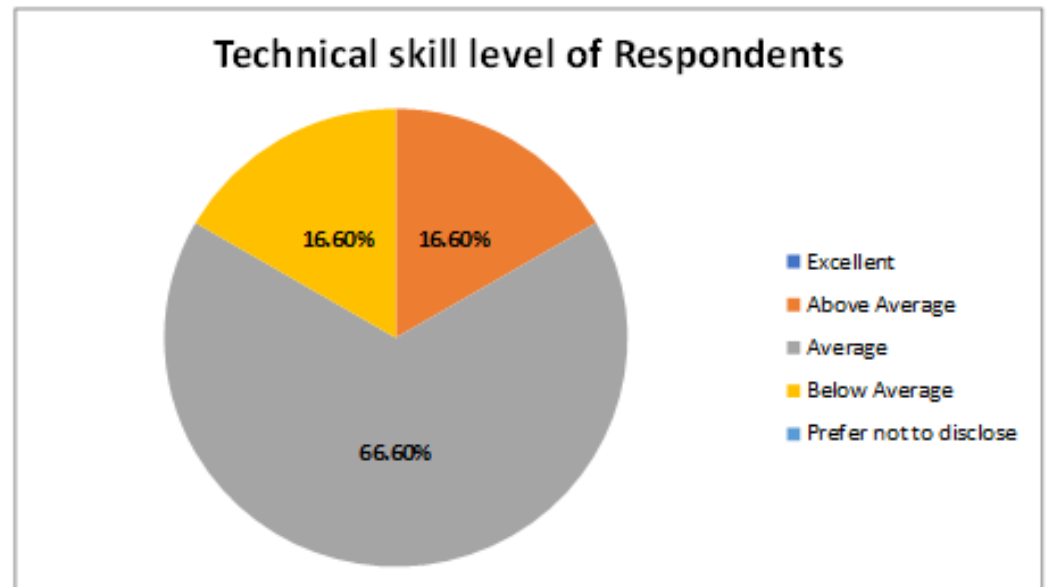


Chart No. 1.3

Create User Account

1.7 Create a User Account (Registration)

1.7.1 Was there anything confusing about the User Registration process page?

1.7.1 Was there anything confusing about the User Registration process page?

Result:

The respondents unanimously agreed that there was nothing confusing about the User Registration process.

Table representing User Registration process page of Respondents

Particulars	No. of Respondents	Percentage %
No	6	100
Yes	0	0
Total	6	100

Source: Primary Data, Table: 1.4



Chart No. 1.4

Create User Account Cont.

1.7.2: Was there anything missing from the Registration screen that you were expecting?

Result:

Only one response indicated to add something to the Registration screen.

Table representing User Registration process page of Respondents

Particulars	No. of Respondents	Percentage %
No	5	83.3
Yes	1	16.6
Total	6	100

Source: Primary Data, Table: 1.5

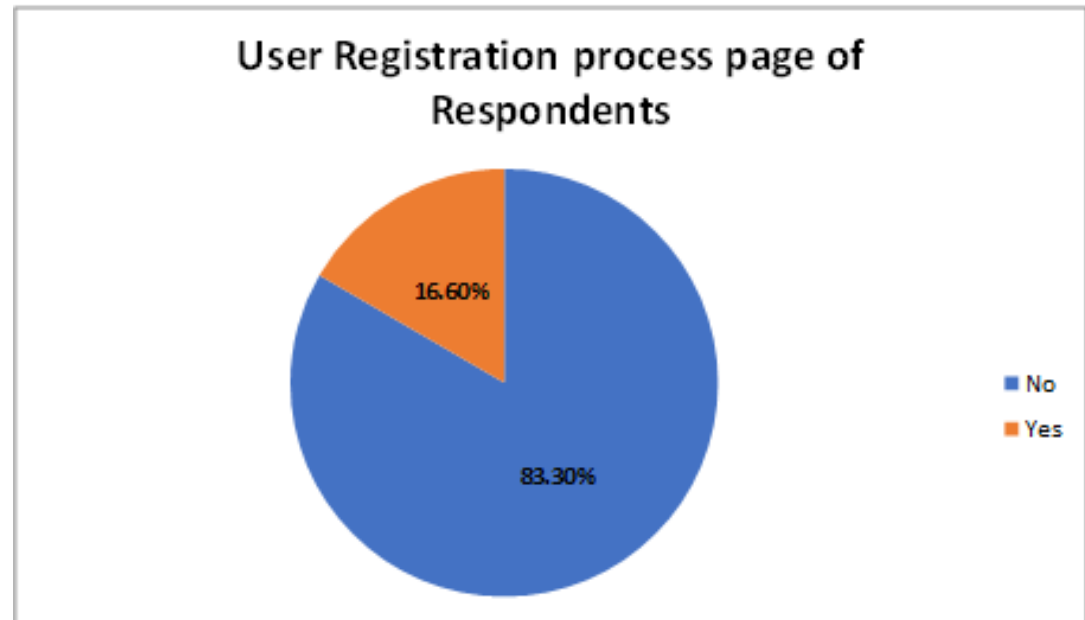


Chart No. 1.5

Login to User Account

1.8 Login to User Account

1.8.1 Was there anything confusing about the Login process?

Result:

As is evident from the chart that 100% respondents are satisfied with “Login to User Account” page.

Table representing User Login process

Particulars	No. of Respondents	Percentage %
No	6	100
Yes	0	0
Total	6	100

Source: Primary Data, Table: 1.6

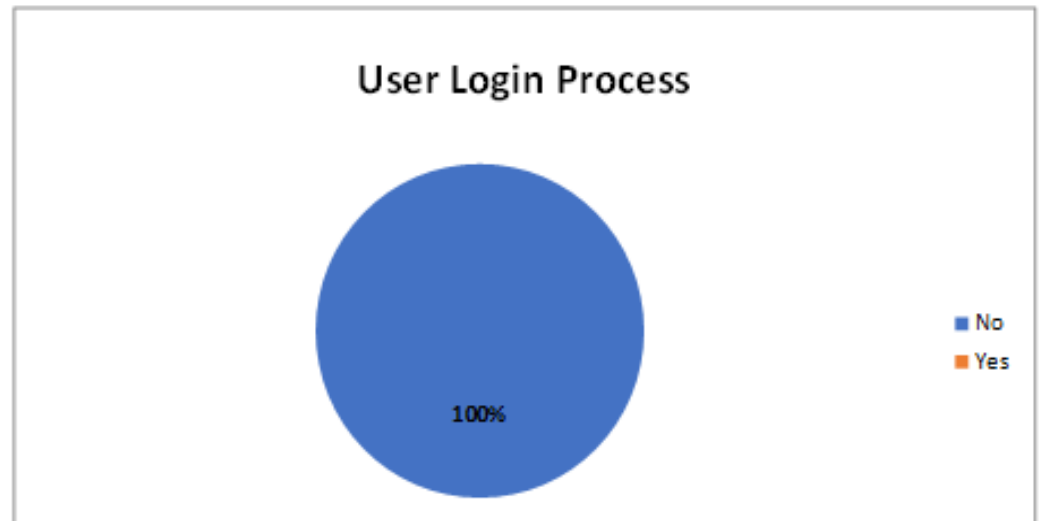


Chart No. 1.6

eIDEAS Home Page

1.9 eIDEAS Homepage

1.9.1 Do you think the 'About eIDEAS' popup window will be valuable for a new user?

Result:

The chart shows that 83.3% of Respondents indicated that the 'About eIDEAS' popup window would be valuable for a new user.

Table representing popup window response of Respondents

Particulars	No. of Respondents	Percentage %
Yes	5	83.3
No	1	16.6
Total	6	100

Source: Primary Data, Table: 1.7

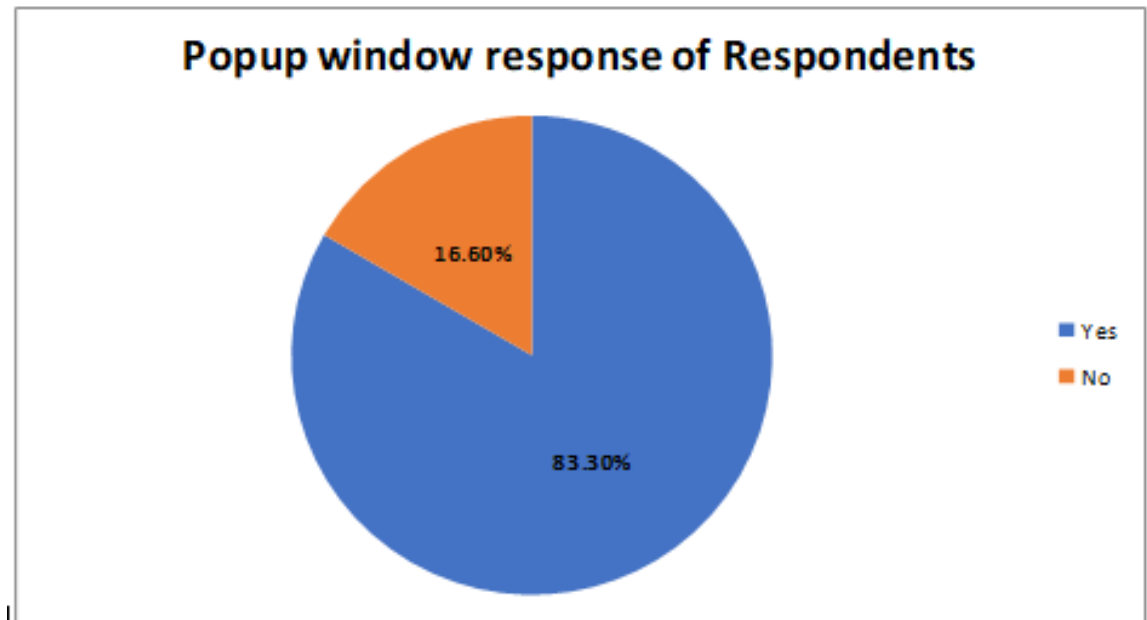


Chart No. 1.7

eIDEAS Home Page Cont.

1.9.3 What is your general impression of the Homepage?

Result:

Home page was well received by respondents with all respondents rating satisfied or excellent.

Table representing general impression of the homepage of Respondents

Particulars	No. of Respondents	Percentage %
Excellent	2	33.3
Satisfied	4	66.7
Average	0	0
Below Average	0	0
Unsatisfied	0	0
Total	6	100

Source: Primary Data, Table: 1.9

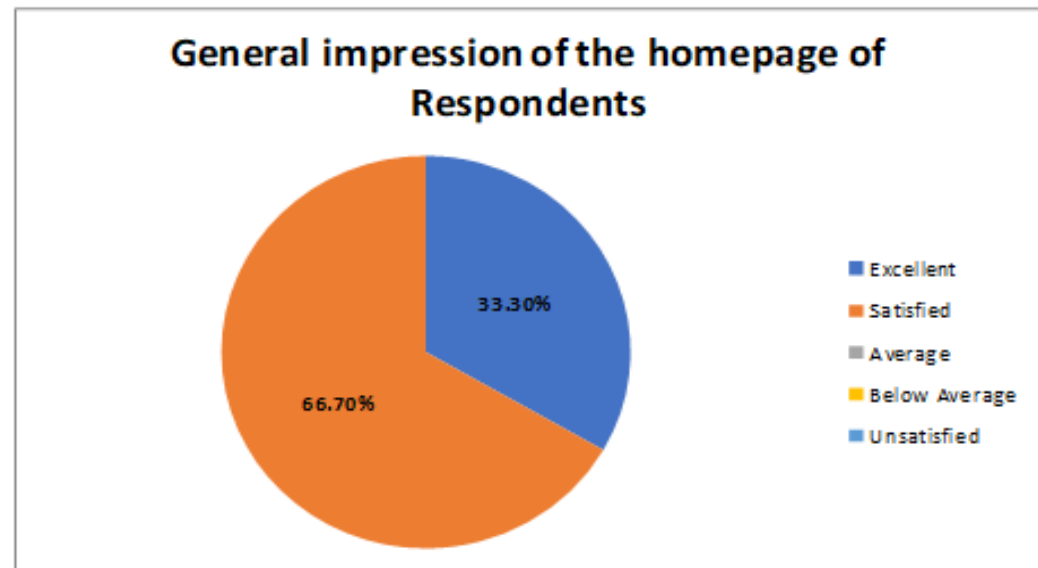


Chart 1.9

Leaderboard Page

1.10 Leaderboard

1.10.1 Was the Leaderboard page easy to navigate?

Result:

100% result shows leadership page has all features for easy navigation. It is a good sign for Braintrust's "Leaderboard" page.

Table representing response of Leaderboard

Particulars	No. of Respondents	Percentage %
Yes	6	100
No	0	0
Total	6	100

Source: Primary Data, Table: 1.11

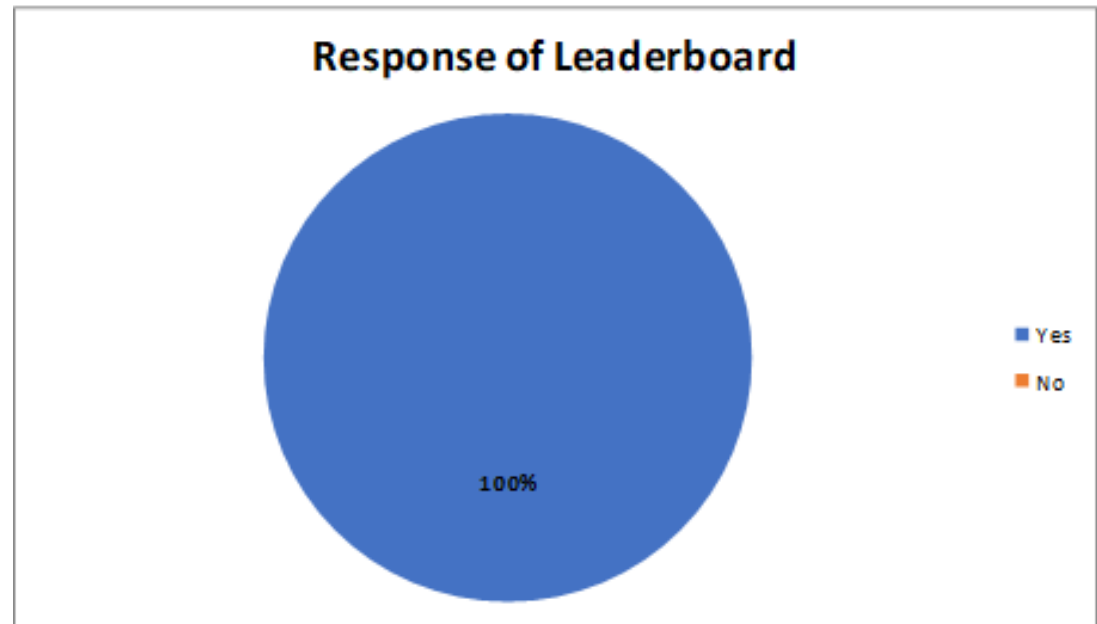


Chart 1.11

Leaderboard Page Cont.

1.10.2 Do you think the Leaderboard page contains valuable information?

Result:

83.3% result shows leaderboard page contains valuable Information.

Table representing response for Leaderboard information

Particulars	No. of Respondents	Percentage %
Yes	5	83.3
No	1	16.6
Total	6	100

Source: Primary Data, Table: 1.12

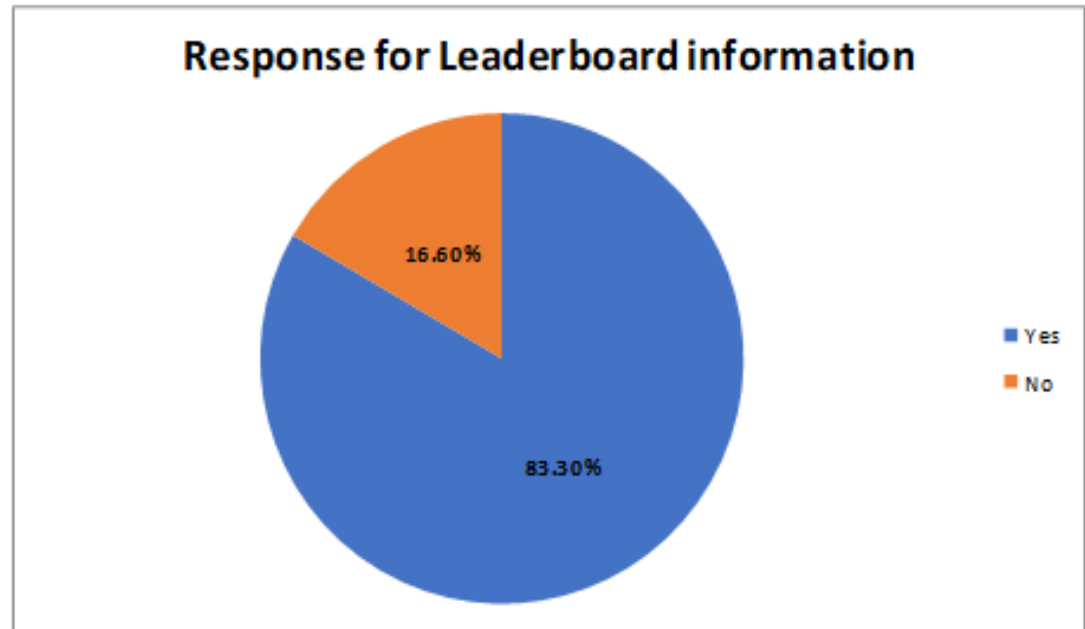


Chart 1.12

Leaderboard Page Cont.

1.10.3 Was there something missing from the Leaderboard page that you were expecting?

Result:

66.6% result shows Leaderboard page needs to be improved.

Table representing expectations of the respondents

Particulars	No. of Respondents	Percentage %
Yes	4	66.6
No	2	33.3
Total	6	100

Source: Primary Data, Table: 1.13

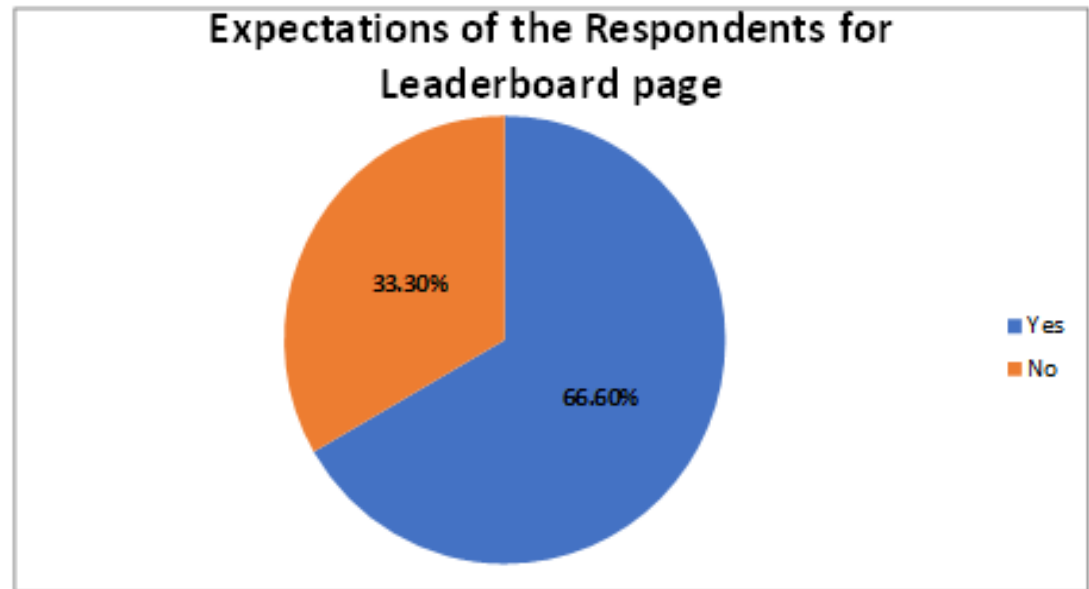


Chart 1.12

My Team

1.11 My Team

1.11.1 Was it apparent or Obvious that clicking on an idea expansion for displaying more information?

Result:

All respondents agreed that clicking on an idea expansion was obvious or easy.

Table representing response for My Team page

Particulars	No. of Respondents	Percentage %
Yes	6	100
No	0	0
Total	6	100

Source: Primary Data, Table: 1.13

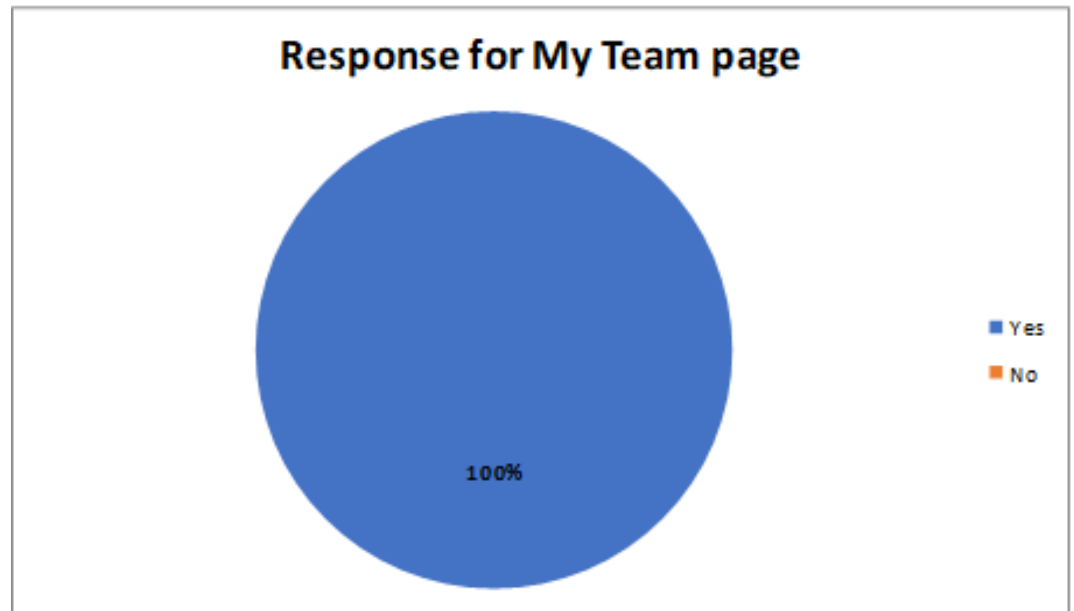


Chart 1.13

My Team Cont.

1.11.2 How satisfied are you with the concept of scoring (e.g. 4.8 score) an idea?

Result:

Above chart shows the
Complicated results. Need to
focus more on scoring an idea.
Yet the overall result is still
positive.

Table representing response for concept of scoring

Particulars	No. of Respondents	Percentage %
Excellent	1	16.6
Satisfied	1	16.6
Average	2	33.3
Below Average	2	33.3
Unsatisfied	0	0
Total	6	100

Source: Primary Data, Table: 1.14

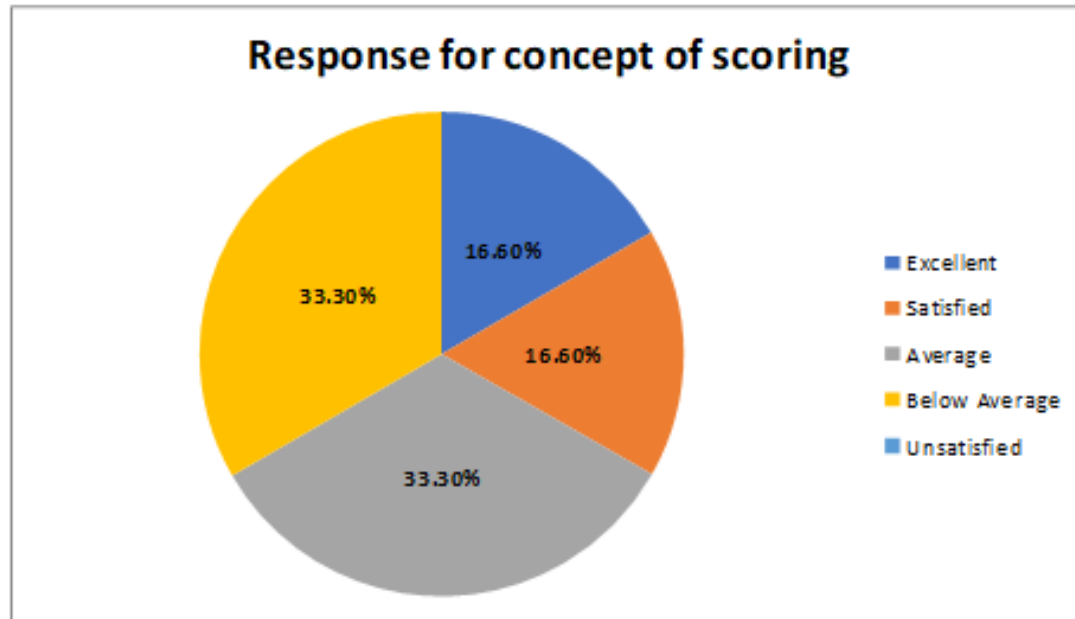


Chart 1.14

My Team Cont.

1.11.4 How did you feel about the amount of information presented for each idea?

Result:

66.6% result shows information presented for each idea was about right.

Table representing response for My Team page

Particulars	No. of Respondents	Percentage %
Far Too Much	0	0
Too Much	1	16.6
About Right	4	66.6
Too Little	1	16.6
Far Too Little	0	0
Total	6	100

Source: Primary Data, Table: 1.16

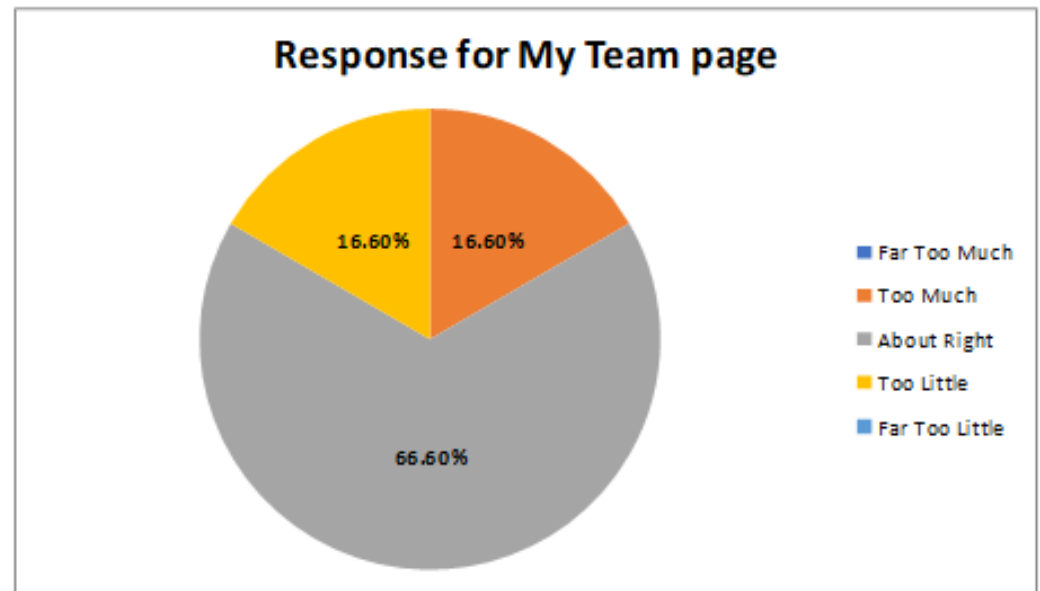


Chart 1.16

My Team Cont.

1.11.5 Did you like the idea of the 'Add Amendment' button?

Result:

83.3% result shows Add Amendments button is a great idea.

Table representing response for Add Amendment button

Particulars	No. of Respondents	Percentage %
Yes	5	83.3
No	1	16.6
Total	6	100

Source: Primary Data, Table: 1.17

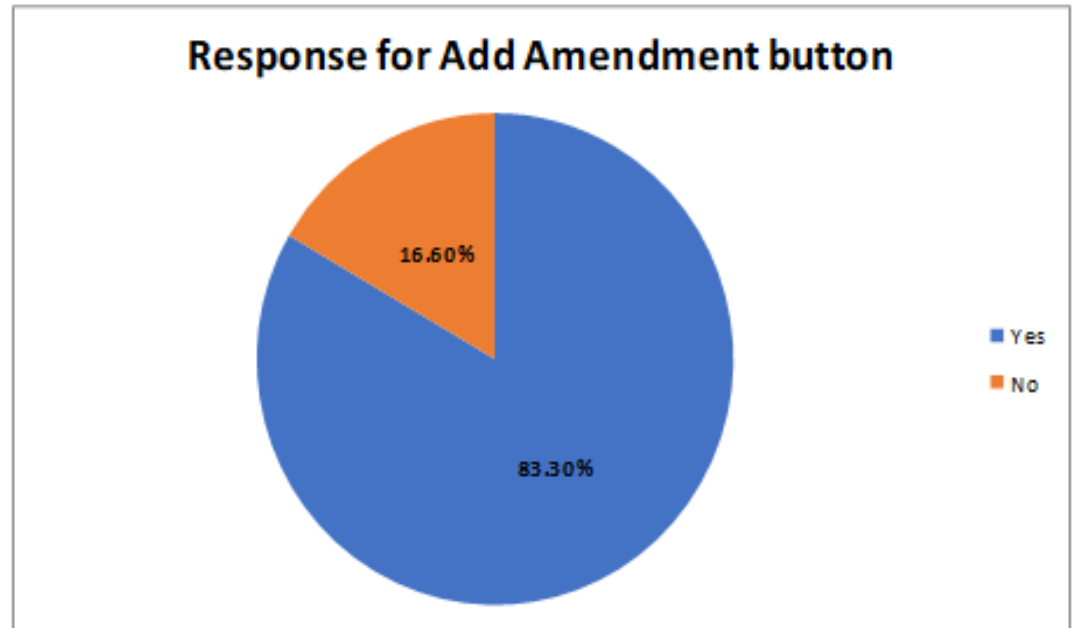


Chart 1.17

My Team Cont.

1.11.7 How useful do you think the Completed/Abandoned tabs are in the Current Team Ideas page?

Result:

The Completed/Abandoned tabs in the Current Team Ideas page were very useful.

Table representing response for Completed/Abandoned tabs

Particulars	No. of Respondents	Percentage %
Very Useful	3	50
Somewhat Useful	1	16.6
Neutral	2	33.3
Somewhat Needless	0	0
Very Needless	0	0
Total	6	100

Source: Primary Data, Table: 1.19

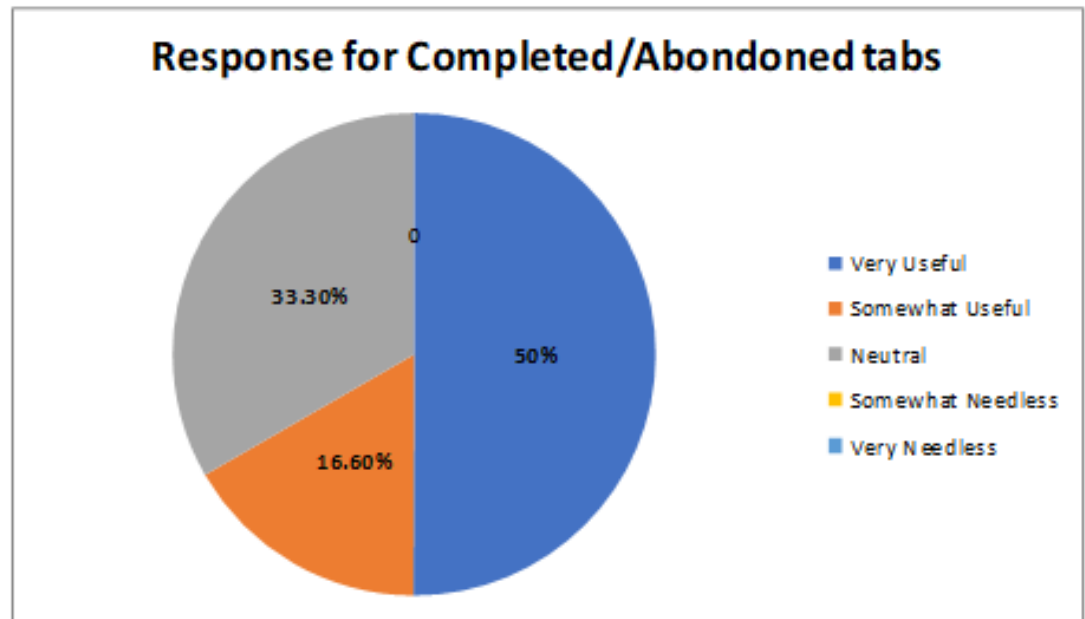


Chart 1.19

My Ideas Page

1.12 My Ideas

1.12.1 How easy was it to add your idea?

Result:

Mostly all the users are satisfied with usability of My Idea page.

Table representing response for My Idea page

Particulars	No. of Respondents	Percentage %
Very Easy	3	50
Easy	3	50
Average	0	0
Difficult	0	0
Very Difficult	0	0
Total	6	100

Source: Primary Data, Table: 1.20

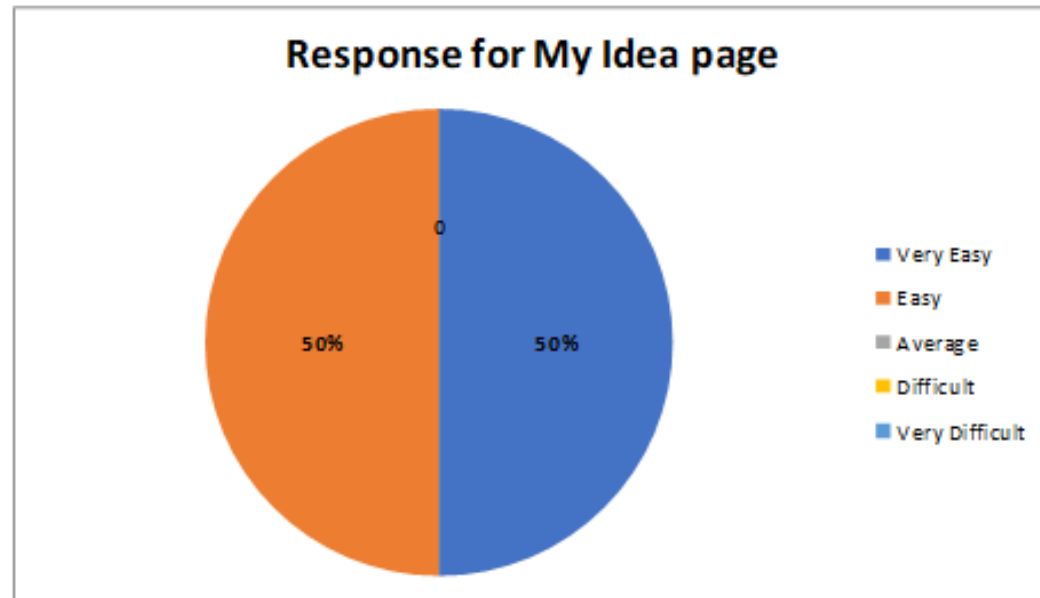


Chart 1.20

My Ideas Page Cont.

1.12.2 Was the information entering process for creating an idea intuitive/natural?

Result:

83.3% result shows information entering for idea creation was intuitive.

Table representing response of information entering process

Particulars	No. of Respondents	Percentage %
Yes	5	83.3
No	1	16.6
Total	6	100

Source: Primary Data, Table: 1.21

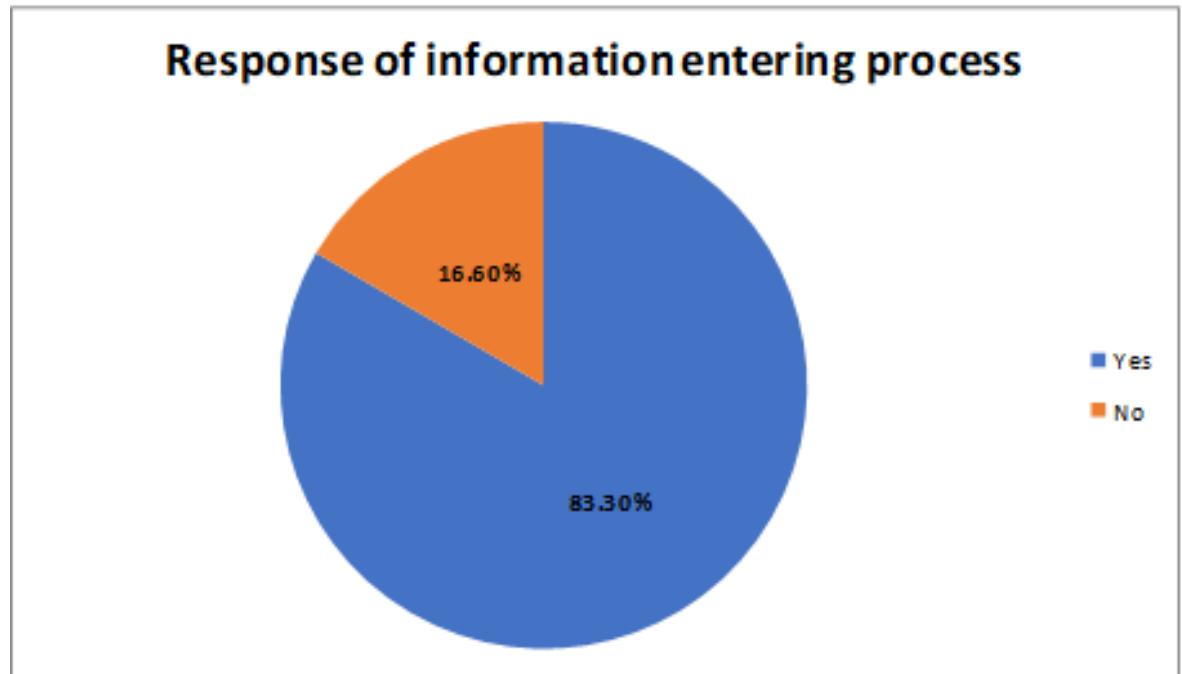


Chart 1.21

My Ideas Page Cont.

1.12.3 Was the content of each tab properly expressed by its title?

Result:

100% result shows each tab properly expressed.

Table representing response of tab functionality

Particulars	No. of Respondents	Percentage %
Yes	6	100
No	0	0
Total	6	100

Source: Primary Data, Table: 1.22

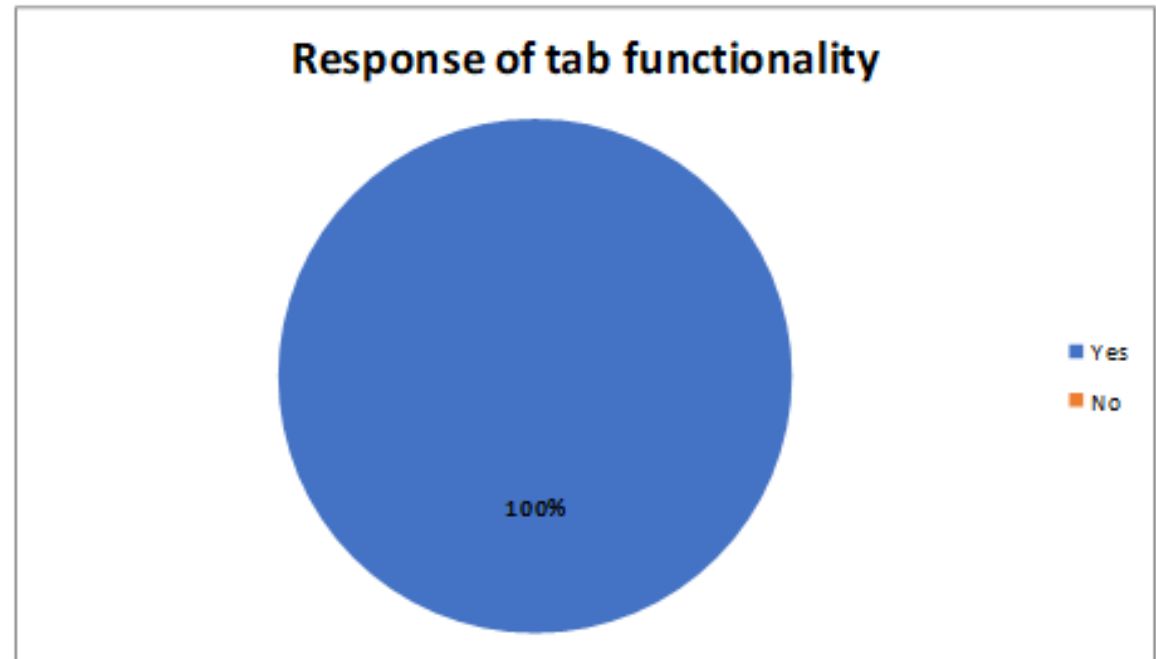


Chart 1.22

My Idea Page Cont.

1.12.4 Did the 'Save Draft' and 'Submit' buttons function as you expected?

Result:

33.3% respondents were expecting a pop-up message or mouse over information.

Table representing response of Save Draft and Submit button

Particulars	No. of Respondents	Percentage %
Yes	4	66.6
No	2	33.3
Total	6	100

Source: Primary Data, Table: 1.23

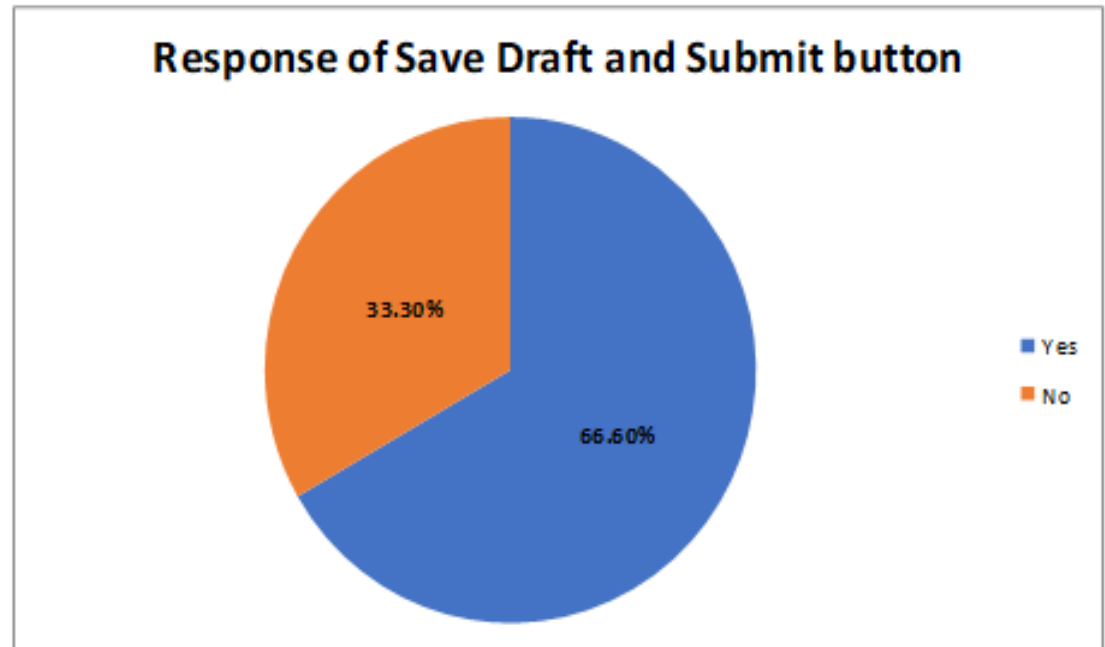


Chart 1.23

Overall Application Rating

1.13 Overall Rating of the Application

Result:

Chart shows that mostly all respondents were satisfied with the usability of the application.

Table representing response for My Idea page

Particulars	No. of Respondents	Percentage %
Outstanding	4	66.6
Good	1	16.6
Average	1	16.6
Below Average	0	0
Unsatisfactory	0	0
Total	6	100

Source: Primary Data, Table: 1.25

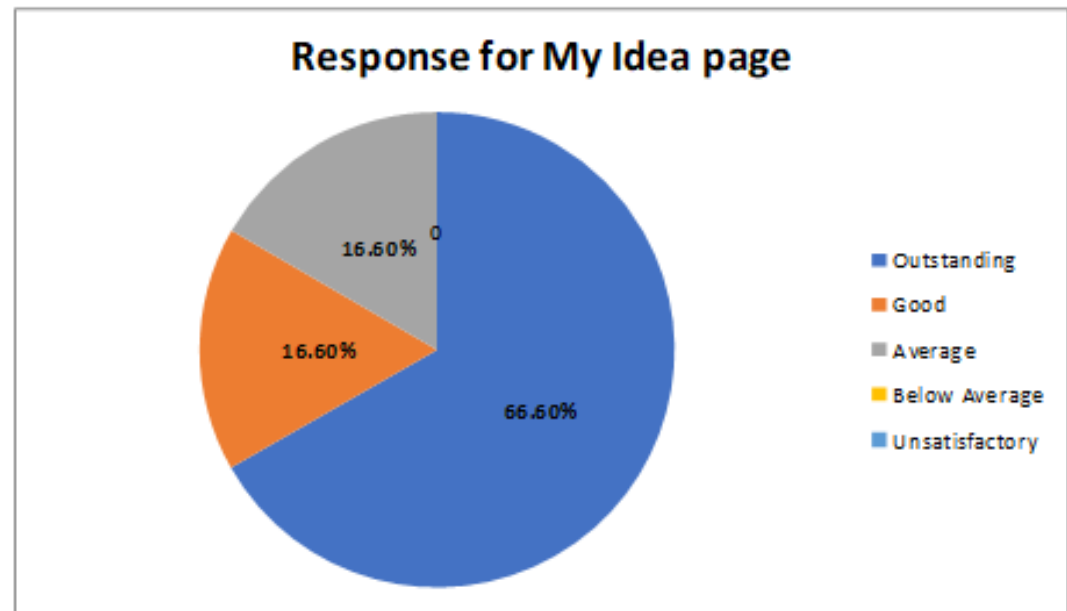


Chart 1.25

FINDINGS AND RECOMMENDATIONS

- Mostly all respondents were satisfied with the usability of the application.
- The respondents unanimously agreed that there was nothing confusing about the User Registration process.
- Home page was well received by respondents with all respondents rating satisfied or excellent.
- 100% result shows leadership page has all features for easy navigation. It is a good sign for Braintrust's "Leaderboard" page.
- All respondents agreed that clicking on an idea expansion was obvious or easy.
- 100% result shows expand/collapse is a great idea.
- 100% result shows each tab properly expressed.
- Mostly all the users are satisfied with usability of My Idea page. They felt it was easy to add an idea.
- Only one response indicated to add something to the Registration screen. According to the comments section, the respondent wanted an option to upload an image or picture.
- 66.6% result shows Leaderboard page needs to be improved. Various suggestions include: weighting for team size, display more information about points, visual data charts; and why concept of points?

LIMITATIONS OF THE STUDY

- *Small Sample Size:* To complete any study, one should have a diversified sample, since our time and resources did not allow us to increase our sample size, so research can be biased also.
- *Time Constraints:* Period of 45 minutes was not enough to collect all the data.
- *Human Errors:* “to err is human”, as Questionnaires have been filled by human beings, so they are prone to error knowingly or unknowingly.

CONCLUSION

- Overall, the application was well received as indicated by the questionnaire results. Certain aspects of the systems may need minor alterations with respect to management, point systems, and user expectations (display and mouse over information).