Contents

1   Test Plan

1.1   Purpose

- Usability testing on the helpdesk dashboard
- Benchmark of current system
- Run survey to get information on what they have now
- Show them a prototype
- Run that survey again based on their experience of that prototype

1.2   Measurable

- Background:

  - Do you work at the helpdesk or study there?
  - How many hours?
  - Age range
  - If you were at the back of the helpdesk, can you read writing on projector?
  - Different font types and sizes
  - List the three top things you would expect to see on a dashboard at the Helpdesk
  - If staff:
    * On average how many hours do you work in one shift
    * How long have you been working (semesters)
    * What subject(s) do you teach?
    * How many students to concurrently support without being overburdened?
    * How long do you think is acceptable for students to wait?
    * List 3 bits of information would be most helpful for you before you see a student?
  - If student:
    * What is the max time you would be happy waiting for?
    * How long on average do you have to wait now?
    * If you could see how busy the helpdesk is before going there, would if affect the likelihood of going there.

* Before going to the helpdesk what information would be helpful before going

[Show the prototype]

- Based on the prototype you saw

  - List three things you liked
  - List three things you didn't like (what would you change)
  - Would you go to the helpdesk more if you had this
  - Could you read all information? If not what couldn't you read?
  - Would you prefer to sign in to access this information?
  - What more information would you want to see?
  - Would you like to be notified when a ticket is resolved by an: audio cue, visual cue, both, none
  - Any additional comments