



CGI CA—>CAREMAIL

USABILITY TEST SESSION TASKS —  
BIRTH PARENTS

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## DOCUMENT REVISION HISTORY

Version	Date	Author	Summary of Changes
0.01	5/30/2016	Nicole Tressler	Initial draft
0.02	6/1/2016	Nicole Tressler	Update task language based on Product Manager review
0.03	6/3/2016	Nicole Tressler	Participant ready for Dry Run
1.00	6/8/2016	Nicole Tressler	Clarified scenario / tasks per Dry Run results. Participant Ready.

### Demographic Questions

- What's the highest grade level of school or degree you've completed?
- How many hours a week do you spend working on a computer for personal or for work use?
- What types of sites or applications do you use – social media, shopping, gaming, research, etc.?
- On a scale of 1 to 5 with 5 being the most comfortable, how comfortable are you using a computer?

### Pre-Task Questions

- Without clicking on any buttons or links, what is your first impression of the application? What's the first thing you notice?
- Just from looking at the application, can you tell what the application will be used for or what information might be available to you?

### Test Scenario Description

You, Jane Austen, are a birth parent with 2 children in foster care: Walter and Lilly.

### Task 1

You recently bought a new cell phone and your phone number has changed. You want to update your cell phone number so your case worker can reach you. Using the application, show how you would update this information. When you feel you've completed the activity, please say so.

- **1 Path:**
  - Home Screen > click 'My profile' > click 'Update My Profile' > update cell phone number > click 'Done'
- **Facilitator Questions:**
  - What do you think about the terminology and icons used here?
  - What do you think about the layout of the screen?
  - What do you think about the font size and color?
  - What did you find difficult or easy about this task?

**Task 2**

You want to send your case worker a message about your next visitation. Using the application, how would you do that? When you feel you've completed the activity, please say so.

- **2 Paths:**
  - Home Screen > click envelope on 'Messages' Tile > click 'New Message'
  - Home Screen > click 'More...' > click 'New Message'
- **Facilitator Questions:**
  - What do you think about the terminology and icons used here?
  - What do you think about the layout of the screen?
  - What do you think about the font size and color?
  - What did you find difficult or easy about this task?

**Task 3**

You have a service (labeled 'Service 1') scheduled for you and your child, Walter. How would you view notes related to that service using the application? When you feel you've completed the activity, please say so.

- **2 Paths:**
  - Home > click picture on child's tile > find service in the list > click 'View Progress Comments' drop down
  - Home > click 'My Profile' > click picture on child's tile > find service in the list > click 'View Progress Comments' drop down
- **Facilitator Questions:**
  - What do you think about the terminology and icons used here?
  - What do you think about the layout of the screen?
  - What do you think about the font size and color?
  - What did you find difficult or easy about this task?

**Task 4**

You want to view contact information for your child's case worker. Using the application, how would you do that? When you feel you've completed the activity, please say so.

- **2 Paths:**

- Home Screen > click picture on child's tile > view caseworker information
- Home Screen > click 'My Profile' > click picture on child's tile > view case worker's contact information.

- **Facilitator Questions:**

- What do you think about the terminology and icons used here?
- What do you think about the layout of the screen?
- What do you think about the font size and color?
- What did you find difficult or easy about this task?

### Task 5

You have recently moved. You have already updated your address in your user profile. Using the application, how would you view the residential facilities available within your new zip code? When you feel you've completed the activity, please say so.

- **2 Paths:**

- Home > click picture on child's tile > click 'Update Profile > enter zip code in 'Search for placement by zip code
- Home > click 'My Profile' link > click picture on child's tile > enter zip code in 'Search for placement by zip code'

- **Facilitator Questions:**

- What do you think about the terminology and icons used here?
- What do you think about the layout of the screen?
- What do you think about the font size and color?
- What did you find difficult or easy about this?