



UNIVERSITY OF  
REGINA

eHealth  
Saskatchewan

## Usability Questionnaire

### Part-1 Demographic Information

**Position Title:** Contracts Manager, Contracts and procurement.

**Position Type:** Manager  Team Leader  Staff member  Other: \_\_\_\_\_

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

**About how many years you have been working in eHealth:** 3.ish

#### 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

3. What do you think eIDEAS is?

Bring forward improvement ideas. Everyone's responsibility

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

Have worked in the previous version. Very difficult to manage once it got to the "Do" level.

5. 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?

Dont really care personally. Challang for awa  
may help

6. 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: \_\_\_\_\_

*Research Note: - Password problem, didn't meet require*

2. Please log out.

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

Feedback: \_\_\_\_\_

3. 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: \_\_\_\_\_

**A 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 [X] Some Concerns [ ] Many Concerns [ ] Needed Help [ ] Not Completed [ ]

Feedback: - *Mostly good/made sense, not 100% obvious, but good notes.*

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

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

Feedback: \_\_\_\_\_

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

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

Feedback: - *Not sure if solution is final or proposed*

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

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

Feedback: - likes it coming to top

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

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: - Not sure if editing still enabled after

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

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback:

**5. 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:

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

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: - comments with edit/delete be separate

Note: - change look to make more obvious / word

**7. Please like an idea.**

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: - fix like button

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

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: - likes unsubscribing

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

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: - (Ike can't delete)

- Rather Admin than manager to delete

### 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: \_\_\_\_\_

\_\_\_\_\_

**2. Please decline an employee's idea.**

No Concerns  Some Concerns  Many Concerns  Needed Help  Not Completed

Feedback: \_\_\_\_\_

\_\_\_\_\_

**3. 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

MA

\* Thoughts on colour  $\Rightarrow$  like the eHealth colours  
and status colour change

## 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[ ]

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

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

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

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

4. 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[ ]

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

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

6. You would use eIDEAS (0 never, 10 all the time):

0[ ] 1[ ] 2[ ] 3[ ] 4[ ] 5[ ] 6[ ] 7[ ] 8[ ] 9[✓] 10[ ] *as a manager.*

7. 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:

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

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

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

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

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

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

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

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

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

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

13. I understand what a **parked** idea is (0 do not understand, 10 understand):  
0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [✓]

14. I understand what a **abandoned** idea is (0 do not understand, 10 understand):  
0 [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [ ] 6 [ ] 7 [ ] 8 [ ] 9 [ ] 10 [✓]

15. What did you like and didn't like about eIDEAS?

- Ban changes as the idea progresses!
- Create an idea & able to alert a team, maybe more than one.

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

The comments section to change to the ~~change board~~.  
<sup>"Comments"</sup>  
and move to the right side

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

Great job guys you did great!

- Some feedback/reason for abandoning idea
- Notify employee
- Possible comments (addional) info like cost effectiveness