



Usability Questionnaire

Part-1 Demographic Information

Position Title: Finance

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: 15

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 If useful YES

2. How often do you think you would use eIDEAS? If changed

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

3. What do you think eIDEAS is?

Sharing of ideas, solutions across organization

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

Expect tool to enhance communication throughout organization, help to eliminate the silos of each unit.

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?

it points would be collected toward a reward perhaps. All of the above could enhance the usage.

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: _____

Researcher note:- Maybe say password requirements, had problem with password

2. Please log out. *- Maybe*

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: _____



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: ~~-Woddy~~

- Miss read question, good / thought correct place to navigate
Note! - Thought dash, home, miss interpreted question

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: ~~- easy, can see options~~

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

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

- Don't want unforced
- Currently very negative, want more fun/about employees

Feedback: - currently looks boring

- bad colours, don't use eHealth colours, switch it from "have-tos", look fun and interesting - people

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

No Concerns Some Concerns Many Concerns Needed Help Not Completed

Feedback: like colour

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: - Something other than

7. Please like an idea.

No Concerns Some Concerns Many Concerns Needed Help Not Completed

Feedback: - Hover highlighter something would

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

No Concerns Some Concerns Many Concerns Needed Help Not Completed

Feedback:

9. 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: _____

✗ 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

Didn't really have time to use

If Manuals Were Used, Please Rate Helpfulness:

Very Helpful Helpful Somewhat Helpful Neither Helpful/Unhelpful Not Helpful

N/A EX3

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[]

7. Would you recommend eIDEAS to other employees?

Yes No [] Maybe [] I would suggest not to use it [] - believes it enhances communication, team work/building within organization

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?

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

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