



Usability Questionnaire

Part-1 Demographic Information

Position Title: Team Lead - Knowledge Management

Position Type: Manager [] Team Leader [] Staff member [] Other: _____

Team (Ex. HR, Risk & Quality, etc.): Knowledge Management

About how many years you have been working in eHealth: 6 years

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?

Ehealth Employees portal to submit ideas , work towards solutions etc.

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

No expectations ... yet.

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?

I enjoy gameification, I use it in other apps (eg. Duolingo). It keeps me engaged and gets me using the app daily.

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: password guideline, confirm email.

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: _____

4. 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 [✓] Some Concerns [] Many Concerns [] Needed Help [] Not Completed []

Feedback: _____

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

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

Feedback: _____

3. Please navigate to the idea page.

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

Feedback: _____

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

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

Feedback: _____

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

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

Feedback: _____

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

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

Feedback: Tracking original. back after pending

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: A little unscre. Not as clear. Larger buttons.

↗ Adding a word.



7. Please like an idea.

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

Feedback: _____

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

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

Feedback: _____

Team member
↳ my Ideas
↳ Subscribed
↳ Team

Manager
→ Add teams.
→ Some metrics. Customize what shows.

9. Please delete the idea you created.

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

Feedback: Are you sure?

Part-3d Manager Login

Please Login with the following credentials:

You are now logged in as a manager. Please go to the ideas page. → update status

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: Definitions

gamification. perpetual motivation.
Duolingo.

Part-3 Post Questions

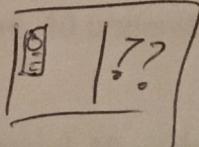
Part-3a User Manuals

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 []



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 []

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?

It was easy to use.

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

Quick Guide for statuses.
63+ criteria.

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

Bigger icons