Extra: Usability Testing Questionnaire

Tester Script
- "Welcome! Today I'll be asking you to complete a series of short tasks using a word processing software. My focus is on its usability and how it supports you in your work."
- "Before we begin, I'd like to ask you some questions about your background and experience using computers and word processing software. Please select the answer that best describes you."

1. What is your gender?

    Male   Female   Prefer Not To Say

2. To which age category do you belong?

    <18   18–25   26–35   36–49   50+

3. How many years education have you completed past high school?

    0   1–2   3–4   5+

4. Which of the following general categories best describes your main area of interest?

    Fine Arts   Business Arts/Humanities   Science/Applied Science

5. How would you rate your proficiency using computers?

    Beginner   Moderate   Intermediate   Expert

Bonus: Usability Testing Plan

Tester Script

- "I will ask you to attempt to create, view, and edit a new reimbursement request, simulating an MES Club official."
- "While you are completing these tasks, I would like you to share your thoughts out loud. Please also let me know when you are starting a task."
- "Feel free to ask me any questions you might have, but please be aware that I may not be able to answer your questions because we would like you to imagine that you are attempting these tasks on your own – just like you would do in the real world."
- "You may at any time quit the task you are attempting if you don't feel comfortable proceeding, and we will move on to the next task."
- "Finally, please remember that we are testing the design of the prototype of this app and not you. There are no right or wrong answers. So, please feel free to openly share your feedback and thoughts with us as it will help us to improve the interface design and content.

User Tasks:

1. Open MacFERP and login with your Mac email
2. Create a new reimbursement request
   a. Fill in the fields to the best of your ability.
   b. Feel free to use valid, arbitrary data
   c. Which fields seem the most useful? Unnecessary?
3. Save the new request
4. Go home. Find the created request in the View Requests page
5. Edit any relevant information you choose
   a. What information was not editable? Should it have been editable?
6. Go to edit account information and change your name
7. Logout and in again, and see if the changes persist.

   The whole process should take about 2-3 minutes.

Usability Test Post-Test Questionnaire

Tester Script
- "That concludes the tasks. Before we finish, I'd like you to answer the following questions concerning your experience. After you complete this portion of the evaluation, you are done!"
- "On a scale of 1–7, 1 meaning you STRONGLY DISAGREE to 7 meaning you STRONGLY AGREE, please complete these ratings."

Use a 7-Point Likert Scale (Strongly Disagree to Strongly Agree) for the following questions:

1. How satisfied are you with your ability to create new requests?

    Strongly Disagree (1)   Neither Agree or Disagree (4)   **(Strongly Agree (7))**

2. How satisfied are you with your ability to edit requests?

    Strongly Disagree (1)   Neither Agree or Disagree (4)   **(Strongly Agree (7))**

3. How satisfied are you with your ability to navigate to the homepage?

    Strongly Disagree (1)   **(Neither Agree or Disagree (4))**   Strongly Agree (7)

4. How satisfied are you with your ability to view your requests?

    Strongly Disagree (1)   Neither Agree or Disagree (4)   **(Strongly Agree (7))**

5. How satisfied are you with your ability to navigate to the edit account page?

    Strongly Disagree (1)   **(Neither Agree or Disagree (4))**   Strongly Agree (7)

6. How satisfied are you with your ability to edit account info?

    Strongly Disagree (1)   Neither Agree or Disagree (4)   **(Strongly Agree (7))**

Notes/Observations: for the most part the user had no problems executing the tasks, there were some things that made it difficult. The user found it unintuitive to click the MES logo to return to the

homepage, and found the "edit account" and several confirmation buttons had poor contrast or were difficult to see. I would give the user an overall rating of 2, as they were able to effectively complete the task.

Conducted by: Team 12