

Usability Testing

Introduction

Hello, my name is Emily Porat. I'm with the Learning & Development team, and I have been working on the redesign of the L&D Portal. We are conducting an informal study with Deloitte Digital practitioners to understand the redesign compares to the existing platform. This conversation will take approximately half an hour.

Your participation is strictly voluntary and you do not have to answer every question. You may end the interview at any time. Participation should not harm you, and there are no consequences if you decline to participate. Your feedback will be kept confidential – nothing you say will be attributed to you by name. This usability testing report will not be published or shared. Findings are only used for internal review and planning purposes.

We will ask you some questions about the website and have you work on two or three tasks. As you go through the tasks we may ask a few questions for clarity. There are no right or wrong answers to any of the questions or tasks, and this is not a test of you in any manner. This is simply a way for us to gather your impressions of the website. So, as we go through this today, we would greatly appreciate your honest opinions and thoughts about the website. Please be honest and don't hold back.

As you interact with the website we would also like you to think out loud as much as possible. By that, we mean we'd like you to speak your thoughts as often as you can. For example, you might say "hmm I am trying to go back to X section of the page."

Introduction Questions | About You

- 1) Tell me about the last time you learned a new skill.
- 2) Have you ever applied to an external continuing education program? What did it help you accomplish?

Introduction Questions | About L&D

- 1) Have you ever used the L&D Portal?
 - a. How often do you use it?
 - b. When was the last time you used it?
 - c. What tasks do you use it for?
- 2) If you don't use it, why not?

Take a minute to scroll through the website

- 1) What is your first impression? Talk me through your thoughts.
- 2) Is there anything you immediately like or dislike?

Task 1 | Goal: Attend a conference.

You want to attend the 2018 Grace Hopper Conference in September. How would you request to attend this event? Once you've submitted your request, how would you check your request status?

Task 2 | Goal: Determine if someone is eligible to attend a conference.

You are a L&D lead, and you have just received an email that someone requested to attend a conference. How would you decide whether or not this person is eligible to attend the conference?

Task 3 | Goal: Utilize data to inform conference decisions.

You are a L&D lead, and you have noticed that several people have recently requested the same conference, which costs around \$3000. You don't remember the same conference costing that much last year. How would you determine the conference's cost for 2017 and 2018?

Task 4 | Goal: Expedite a request.

You are a L&D lead, and you receive an email from an individual who submitted a request to attend a conference a few minutes ago. They tell you that they need to expedite the request because the conference is in one week. How would you accommodate this request?

Follow-Up Questions

- 1) Is there anything else you'd like to add?
- 2) Please complete the system usability scale questionnaire.