TECHNICAL PLAN

Equipment List

1. 1 Laptop
2. 1 Charger for laptop
3. Index card containing member name and uniqname. One member's uniqname should be missing.

Software Needs

- Bluejeans downloaded on laptop
- [OR] Quicktime to record webcam

Mcommunity Account

We are using the U-M account of the participant.

MODERATOR SCRIPT

Preamble

Hello, first of all, I would like to thank you for agreeing to volunteer in this usability test of MCommunity. To provide you with a brief overview, MCommunity is a public listing of individuals and groups at the University of Michigan. All current members of the U-M community have profiles in the MCommunity Directory. This listing includes faculty, staff, students, retirees, alumni, and sponsored affiliates. Anyone who has a profile in the directory can create groups in the directory.

During the usability test, I will ask you to complete four tasks on MCommunity during which I will only read out the prompts and remain silent to record down my observations. **Throughout the tasks, please share your thoughts out loud with each interaction that you experience.** Further, we expect you to spend no more than 10 minutes on each task. Be that as it may, please be assured that I will neither share nor mention your name, and only refer to information relevant for this usability test to ensure your privacy. Finally, I would like to remind you that this usability test is specifically for testing the system, and not its users. As such, if you feel unsure or uncomfortable about something at any time, please share your thoughts with a brief comment and ask me to move on.

Before we begin this usability test, I will ask you a short list of pre-questionnaires so that my colleagues and I can gain a better understanding of your background. At the end of the usability test, I will ask you a few questions regarding your overall experience and interactions with MCommunity which will conclude our session. If you have any questions or concerns, now is the time to let me know. If not, I will begin reading the pre-questionnaires to begin this usability testing session.

PRE-QUESTIONNAIRES
(https://goo.gl/forms/CGpt1RtS0rcGx0X02)

1. What is your role at the University?
    a. Student
    b. Teaching Faculty
    c. Staff

2. How long have you been affiliated with the University?
    _____

3. How long have you been using MCommunity (in years)?
    a. Less than 1 year
    b. 1 year
    c. 2 years
    d. 3 years
    e. 4 years
    f. 5 years
    g. More than 5 years

4. Have you used the MCommunity beta website before?
    a. Yes
    b. No

TASKS

Task 1

You recently started a student organization and need to create a group email to manage your team communication and announcements. To do so, please go to **MCommunity Beta** and create the following email group: test622studentorg@umich.edu. When you are either done or unsure of what to do next, please let your moderator know that you are ready to move on.

Task 2

You recently done a recruitment drive for your student group, and five people have gave you their contact information hoping to join your student organization. One of these people has forgot to include their uniqname, please find their uniqname. You know that this person is a student in the school of information.

Afterwards, add all of the people to the group you made in the previous task.

***@umich.edu

***@umich.edu

***@umich.edu

***@umich.edu

***@umich.edu

Task 3

For this task, please set your MCommunity group so that anyone can join/leave test622studentorg group freely. In addition, to ensure that your members are not spammed by strangers, please configure the group so you are notified when an invalid email address tries to join the group.

Task 4

Now that all of your team members are added to the test622studentorg@umich.edu email group, you want to send out an email to a guest speaker for an upcoming event. You want to send this email using your student organization email id which is "Test 622 Student Org". Please spend the remaining time to configure the group mail so that you can send out an announcement with 'test622studentorg@umich.edu' as the sender's address.

Last Task

As the final task, please delete the group that you made as part of these test.

POST-QUESTIONNAIRES

1. Please rank the difficulty of each task

   Task 1: Group Creation

         Not difficult at all 0 1 2 3 4 Very Difficult

Task 2: Add Members to a group
  Not difficult at all 0 1 2 3 4 Very Difficult

Task 3: Change group settings
  Not difficult at all 0 1 2 3 4 Very Difficult

Task 4: Send email as group
  Not difficult at all 0 1 2 3 4 Very Difficult

Task 5: Delete group
  Not difficult at all 0 1 2 3 4 Very Difficult

DEBRIEFING

Ask about any problems that were encountered. (if applicable)

Our participants encountered problems with group creation where the lack of error response update led our participants to create multiple test groups. While other tasks were not met with as much confusion or difficulty, Task 4 remained as the most oblivious task we asked our participants to perform.

Ask for details about any comments made during the test. (if applicable)

Post-usability test group sessions and reflections of either BlueJeans or Quicktime recordings point to significant confusion among participants for Task 4. Here, only a two out of the participants were either aware or able to set up an email alias for MCommunity groups through Google Mail.

Ask for details about the features that were liked/disliked.

All of the participants were pleased with the new responsive interface as well as the auto-fill suggestion feature. At the same time, they noted Beta still needs to address key alert notification systems to prevent unintentional errors by the users, especially in both group creation and member addition.

We greatly appreciate your participation in this usability test!

DATA LOGGING

TASKS

Task 1

Subtask	Completion	Comment
Log in to MCommunity using their credentials		
Navigate to user's 'My Groups' page		
Click 'Add New Group' Button		
Type in group name		
Click 'Next'		
Refresh the page to check group has been created		

Task 2

Subtask	Completion	Comment
Look up uniqname of the SI student who did not provide their uniqname		
Navigate to the test group's main page		
Type in uniqname of individuals		
Click "+Add" with each uniqname		
Click "Save Changes" to finalize addition of new members		

Task 3

Subtask	Completion	Comment
Navigate to "My Groups"		
Select the "test622studentorg" group		
Locate and click the edit settings button		
Select the appropriate settings		

Task 4

Subtask	Completion	Comment
Go to GMail in a new tab		
Go to the settings in GMail		
Go to the "Accounts" tab		
In "send mail as", choose "add another email address"		
Add the email address "test622studentorg@umich.edu" and click "next step"		
Click "send verification"		
Get the confirmation code from email, enter it in the text box and click "verify"		
Compose a new mail and click the from option. A drop down appears, select email as "test622studentorg@umich.edu" and send an email		

Task 5

Subtask	Completion	Comment
Go to "My Groups" from top navigation bar		
Select the group "test622studentorg"		
Click "Delete Group"		
Enter the name of the group in dialogue box		
Confirm		

Pre-Questionnaire Responses

	Q1 Role	Q2 Affiliation with U of M	Q3 Using MCommunity	Q4 Used Mcommunity Beta
User 1	Staff	4yrs	4yrs	No
User 2	Student	3yrs	3yrs	Yes
User 3	Student	1.5yrs	6mons	No
User 4	Staff	29 years	12 years	No
User 5	Student	1 year	<1 year	No

Post-Questionnaire Responses

	Task 1	Task 2	Task 3	Task 4	Task 5
User 1	0	0	0	4	1
User 2	1	2	0	4	0
User 3	4	2	1	3	1
User 4	1	2	0	4	0
User 5	1	2	1	3	0