

Task 1 – Pre-Test Questionnaire

Age: _____ Gender: _____ Device: ____ Computer ____ Laptop

Browser: ____ Chrome ____ Explorer ____ Firefox ____ Opera ____ Safari

Based on our initial description of Quarters, would you consider using this software?

____ Never ____ Once ____ Once a month ____ Once a week ____ Daily

Task 2a – Performing a set of tasks for landlord.

This task begins on the main landing page. Create an account, login, create a house, and then create a post on the bulletin board. The amount of time to complete the task will be measured. Please do not do any exploratory behaviour of the software outside of this task. Please think aloud your thought process and interactions with the software.

Was the participant successful at completing the task? Y/ N

If the participant was successful, how long did it take them to complete the task? _____

Recorded observations of participant's 'think-aloud'?

Task 2b – Performing a set of tasks for tenant.

This task begins on the main landing page. We've already added you to a house. Create an account, login, and then create a post on the discussion board. The amount of time to complete the task will be measured. Please do not do any exploratory behaviour of the software outside of this task. Please think aloud your thought process and interactions with the software.

Was the participant successful at completing the task? Y/ N

If the participant was successful, how long did it take them to complete the task? _____

Recorded observations of participant's 'think-aloud'?

Task 5 – Post-Test Questionnaire

Now, take as much time as you need to browse and explore our application. Ask any questions. When ready, place a value between 1-5 for each question. 1 is Strongly Disagree. 5 is Strongly Agree.

1. Navigation of Quarters was intuitive and easy. _____
2. Quarters seems professional and secure. _____
3. I would use the Bulletin Board _____
4. I would use the Calendar _____
5. I would use the Chat _____
6. I would use the Finances _____
7. I would use the Maintenance Ticketing _____
8. I would use the File Upload. _____
9. I would find the Notifications useful. _____
10. I would recommend Quarters to a friend. _____
11. Based on your experience with Quarters, would you consider using this software?
____ Never ____ Once ____ Once a month ____ Once a week ____ Daily