Domino's dLive Usability Testing - Protocol (April 5)

Introduction

Hi my name is _____, and as a part of the Needs Assessment and Usability Testing class, we are conducting a usability evaluation of Domino's dLive website.

I'm going to ask you to perform a few tasks on the website to get your feedback. The purpose of doing these tasks is to understand how we can make the dLive website easier to use. After the tasks are completed, we will ask you to complete a short post-session questionnaire.

Before we begin the test, I would like to assure you that there is no right way of doing these tasks. The tasks are designed to assess how someone would perform the given tasks and any flaw that may arise as a part of performing these tasks is not your fault but of the system.

This test is not a test of your skills and we are trying to test out the website's user experience. During the test, we ask that you think aloud while you perform the tasks. If you need to stop at any time, please let us know.

Before we begin, do you have any questions?

(Procedure)

Before Test:
- Have dLive already opened in the browser, logged in with moderator's credentials.
- Start Camtasia and test to see that it is running (if using PC)
  - If using a Mac, check QuickTime to see that it is running and working
- Have tasks printed out for the user to read.
- Moderator should have script and post-session questionnaires printed out and Note Taker should have paper and pencil to write on.

During Test:
- Welcome participants (read interview script).
- Read them the tasks and ask them to **think-aloud** while completing each task.
- Let them know we can only nudge them in the right direction if they are stuck or having trouble completing a task.
- When they are done, let them know to say **"I'm done"** when they believe they have completed the task.

After Test:
- Provide post-session questionnaire (Paper).
- Be occupied while they complete the questionnaire. (this is to not make them uncomfortable)
- Once they are done, thank them for their time.

Tasks

Task 1:
Imagine you are searching for marketing materials for your new store. Go to dLive and search for this year's April carry out special flyer for your store. Once you find it, download it to your desktop. *(April doesn't not return same results as Apr)*

Task 2:
Imagine you are new and want to attend one of the 3 Day On-boarding trainings. Go to dLive and download the "3 Day Team Training Schedule" to your desktop to see the activities for each day. *(Note that they shouldn't do it in browser bookmarking)*

Task 3:
You realize that there are probably only about four pages that you visit most frequently on dLive and want a way to be able to access these pages quickly without having to navigate each time you login to dLive. Find a way to save these pages for future reference and visit one of these pages using the shortcut you have created.

Task 4:
Imagine you want to attend one of the (national) trainings during the month of April in Ann Arbor. Find out is the most convenient date and time for you (and view the details)
(Any training? Are they finding a time? Or an actual training? clarify this task)

Tasks, Expected Steps and Successful Completion Criteria

Scenario:
Imagine you are a brand new member

Task #	Goal	Expected Steps	Successful Completion Criteria
1	Imagine you are searching for marketing materials for your store. Go to dLive and search for this year's April carry out special flyer for your store. Once you find it, download it to your desktop. **(Expected Time: 4-8 minutes)**	1. Log in to dLive 2. Go the search box 3. Enter in "Carry Out" as the search query 4. Select the April Carry Out special flyer 5. Download the flyer to desktop	User is successfully able to download the flyer to the user's desktop.
2	Imagine you are new and want to attend one of the 3 Day On-boarding trainings. Go to dLive and download the "3 Day Team Training Schedule" to your desktop to see the activities for each day. **(Expected Time: 5-8 minutes)**	1. Go to Store >> Training. 2. Click on the green button that reads "Go To Print Page". 3. Find the file "3 Day Team Training Schedule" . 4. Click on the "Download and Print" button. 5. Save the pdf to your desktop.	User is successfully able to download the pdf to the user's desktop.
3	You realize that there are probably only about four pages that you visit most frequently on dLive and want a way to be able to access these pages quickly without having to navigate each time you login to dLive. Find a way to save these pages for future reference and visit one of these pages using the shortcut you have created. **(Expected Time: 5-8 minutes)**	1. Log in to dLive (Skip this step if already logged in). 2. Click on Go To Menu 3. Look up the frequently accessed pages either by searching from the GoTo Menu or by choosing from the list of links. 4. Click on the "star icon" located alongside the name of the page to add it to favorites. 5. Perform Step 4 for all of the four frequently accessed pages. 6. Now visit the "My favorites" menu and click on one of the four favorited pages.	User is able to add four pages to "My Favorites" using Go To Menu and visit one of them by clicking on the My Favorites link from the GoTo Menu.
4	Imagine you want to attend one of the trainings during the month of April in Ann Arbor. Find out what is	1. Log in to dLive (skip this step if already logged in). 2. Click on "Training" on the navigation menu.	User successfully finds an event in April in Ann Arbor using the calendar

	the most convenient date and time for you and view the event details. **(Expected Time: 5-8 minutes)**	3. On the training page, click on "National Training Calendar" on the bottom left. 4. Using the calendar, navigate to the month of April. (If not already there) 5. Click on the different events in the month of April until you find one the desired one. 6. View the event details.	and views the event details.

Post-Session Questionnaire (Paper)

1. Do you feel that these tasks took less time, more time or the time you expected to complete? Please answer for each task: (Check One for each task)

Task #	Task Description	Less Time than Expected	As Expected	More Time than Expected
1	Searching for a Carry-Out Special Flyer			
2	Downloading the "3 Day Team Training Schedule" pdf file to your desktop			
3	Adding four pages on dLive to your list of Favorites and accessing one of them			
4	Finding a training event to attend in Ann Arbor in April			

2. Have you performed any of these tasks before?

3. Were you confused or frustrated at any point in the interaction? *If so, why?*

4. Were you able to relate to and understand the terms used on the website?

5. What did you like the most about the tasks that you performed?

6. What did you like the least about the tasks that you performed?

7. How easy was it to complete each task? (On a scale from 1 - 5)
   [**1**-very difficult **2**-difficult **3**-moderate **4**-easy **5**-very easy]

Task #	Task Description	1 (Very Difficult)	2 (Difficult)	3 (Moderate)	4 (Easy)	5 (Very Easy)
1	Searching for a Carry-Out Special Flyer					

2	Downloading the "3 Day Team Training Schedule" pdf file to your desktop					
3	Adding four pages on dLive to your list of Favorites and accessing one of them					
4	Finding a training event to attend in Ann Arbor in April					

8. Do you have any other comments you would like to provide regarding the tasks?

9. What is your overall impression about the website?

10. Is there anything that you would like to see added or removed from the website? Why?

References:

http://www.w3.org/WAI/EO/Drafts/UCD/questions.html