

User Testing & Observation – Mary Ursul

11/26/19 11am

*Prior to using the RRA and RRS, I provided Mary with an overview of adult guardianship in Massachusetts, Rogers authority, and the purpose of the RRA and RRS.

Observations:

- User went through the RRA and read each line carefully
- User found several spelling and grammatical errors, which I noted and fixed
- User was able to navigate without assistance
- User finished the RRA interview in approximately 13 minutes (user took the quickest route to completing the interview)
- User provided my cell # for the RRS testing

Comments & Suggestions:

- Links to the forms within the interview don't work and require the user to download adobe. P
- Let users know at the beginning of the interview that they can save and continue later.
- Add the parties' last names to the Rogers Review Checklist.
- Add suffix to names as well. What if you have a Jr. and a Sr.? This would be confusing.
- RRS should link to the RRA for phone numbers.