CohuHD Rise Usability Test

Study Protocol

Bentley Logo and User Experience Center

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# Formatting notes

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| --- | --- |
| Bold Black Headings | Content below is informational for the researchers and stakeholders – not used in session |
| Bold Blue Headings | Content below used in communication with participant |
| **Medium Underlined Headings** | Content organization text for researcher |
| Regular text | Content to be read by moderator to participant |
| *Italicized regular text* | Notes for the moderator or optional follow-up questions |

# Study Goals

* Evaluate the usability of the CohuHD Rise software interface generally
* Evaluate the ease of use for the following specific tasks:
  + Changing the camera zoom and focus
  + Changing the camera angle
  + Applying text or logos to the image stream
  + Configuring a network connection
  + Troubleshooting a network connection

# Session Timing (45 Minutes)

5 min: [Participant Briefing](#8stisstwfgjl)

5 min: [Background Questions](#rp5xaxh5xaam)

20 min: [Scenario 1](#guxi5t1zps6o)

8 min: [Scenario 2](#exnnldz3mxr0)

7 min: Client & Participant Questions

# Participant Briefing (5 min)

## Welcome

Thank you for coming in today. My name is **XXX** and I have been contracted to carry out this research today.

### Session Details

There are three parts to our session. First, I will go over the session details and ask some background questions. Then we will go through some tasks on a software platform associated with a couple of scenarios. At the end of the session, I’ll ask you some follow-up questions and see if you have any questions for me. It should last about 45 minutes.

**Recording and Observation**

This brings up my next point. We have some colleagues from our team and from the company who has contracted us to carry out the study here on the call with us. They will not be speaking, just listening and taking notes. At the end of the session I will ask them to provide any additional questions they would like me to ask as well. Is that ok with you?

*Pause for answer.*

Great, thank you! Also, we would like to record the session to get an accurate record of your feedback. The recordings will only be used for this research project. The data from this study will not be used for any other purpose. Your full name will not be associated with the recordings or any other data collected during the session unless you say it. Is this ok with you?

*Pause for answer.*

### Participant’s Role

Also, please keep in mind that we are trying to understand how effective the designs here are. There are no right or wrong answers. So as we go through the session I ask you to think aloud and speak candidly. I did not design this product so I will not be offended in any way by any feedback you may have. That includes anything good, bad, or otherwise. The more you say about your experience the more we can improve that experience going forward.

### My Role

My role here is a neutral moderator. I may ask questions and take notes on your experience, but I am not here to evaluate you in any way. If you have any questions please ask when you think of them. I may not answer at that time, but I will be sure to write any questions you have down and answer them to the best of my ability at the end of the session.

Shall we begin?

# Background Questions (5 min)

I’d like to start by asking you a few background questions.

1. Tell me a bit about what you do for work.
   1. *What are your primary tasks?*
2. What experience do you have with network controlled surveillance cameras?
   1. *Tell me about your experience working with the feed that comes from those cameras.*

# Scenario 1 (20 min)

That concludes the background questions. Now I am going to pull up a scenario on the screen and provide you with control over my screen. I will read you the scenario to get started and then pull up the software that we will be showing you. At any point you are welcome to refer back to the scenario.

**Scenario 1:** You are working as the IT manager in the traffic control department for the state of Texas. You asked one of your techs to install a new traffic camera on a highway and he has reported to you that the hardware is installed and should be connected to the network. You then go into the CohuHD Rise software to set it up to stream the way you want to the traffic control center. Please take the steps to set it up.

*Product:* [*http://rise1.cohuhd.com*](http://rise1.cohuhd.com)

Username: admin

Password: admin

*Tasks to complete using this scenario:*

* *Changing the camera zoom and focus (PTZ>Zoom)*
* *Changing the camera angle (Image>Image Angle>control buttons)*
* *Adding text or logos to the image stream (On-Screen Display>OSD Wizard>follow wizard)*
* *Setting up a network connection (Network Settings>IP address)*

# Scenario 2 (8 min)

**Scenario 2:** A year goes by and you get a report from the traffic control monitoring team that the image feed is no longer feeding to the software that they are using to view it. Please take the necessary steps to correct this.

*Product:* [*http://rise1.cohuhd.com*](http://rise1.cohuhd.com)

Username: admin

Password: \*\*\*\*\*\*\*\*\*\*

*Task to complete using this scenario:*

* *Checking and troubleshooting the network connection*

# Client & Participation Questions (7 min)

That concludes the first few parts of the session. Before we get to any questions you may have, I am going to see if any of our other group members have any follow-up questions to ask.

*Communicate with client team via chat to see if they have any questions. Ask those questions to the participant.*

That is all of the questions we have for you. Do you have any questions for us?

*Answer questions*

Thank you so much for coming in. For your participation in this we have a $75 Visa Gift Card for you. Our client will be in contact with you about where to send it. If you have any problems please feel free to reach out to Neil Alan (nalan@cohu.com) or the contact who recruited you for the study.

Thank you so much and have a great day!

# APPENDIX

# Scenario 1

You are working as the IT manager at traffic control in the state of North Dakota. You asked one of your techs to install a new traffic camera on a highway and he has reported to you that the hardware is installed and should be connected to the network. You then go into the CohuHD Rise software to set it up on your end for it to stream the way you want to the traffic control center. Please take the steps to set that up.

Username: admin

Password: CohuHD2017

# Scenario 2

**Scenario 2:** A year goes by and you get a report from the traffic control monitoring team that the image feed is no longer feeding to the software that they are using to view it. Please take the necessary steps to solve this.