

@hp NextGen Portal Usability Test One – Wireframe Study
 Print One for Each Participant

Participant Data (Complete Prior to Test Administration)

Name: _____

Email: _____ **Phone:** _____

Location (Country & Office): _____ **Organization:** _____

Job Function: _____ **Job Level Category:** _____

Design Order:

Order	Mark for this Test
1234	
2341	
3412	
4123	

You will need to alternate the sequence in which you present the designs for the Wireframe Study. For the first test you would show the tabs in the order *Design 1, Design 2, Design 3, and Design 4*. The next test you would show the tabs in the order *Design 2, Design 3 Design 4, Design 1*. Continue with 3, 4, 1, 2 and 4, 1, 2, 3, and then start the orders over again. Check the order of the last test that you administered and mark this test for the next order sequence.

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
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Step 1 - Open Files

Open Wireframe file (UT1_Wireframes_v3.htm), display <i>Intro</i> page. Grab the line separating the two frames with your mouse and drag it to the left to close the empty frame called <i>Custom Properties</i> .		
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Step 2 – Setting up Meeting

<ul style="list-style-type: none"> • Open NetMeeting • Host meeting • Share control of the browser window for the wireframes. 		
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If Observer is present: Call observer first then put them on hold while you conference with participant		
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Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Step 3 - Introduction		
Call participant, introduce yourself and clear the half hour test time.	Today we will be looking at some new designs for future versions of the @hp Portal. Before we get started I just want you to know that I will be reading from a script during the study. This is done to ensure consistency for all of our test participants.	
<ul style="list-style-type: none"> Have the participant start NetMeeting, give them your IP address and have them sign in 		
If an observer is also participating:	I have an observer participating with us for the study. The observers are members of the @hp Portal design/development/QA team and will only be taking notes. Is this ok with you?	[Yes] [No]
If the participant says no	Excuse me while I ask the observer to hang up	

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Step 4 – Explanation of the Process		
<p>Explain the process and ask preliminary questions.</p>	<p>I want to thank you for participating in this evaluation. The goal of our discussion today is to gather input and feedback from end-users to help improve the portal’s usefulness and effectiveness. Your participation and input is very important to us.</p> <p>I want you to be as comfortable as possible during our discussions so please remember that we are specifically evaluating new design possibilities for the @hp Portal. In no way are we evaluating or testing you or your skills. Any difficulties or problems you run into during the presentation of these designs are a result of the DESIGN, and do not reflect on you. Your input will help identify and correct these problems.</p> <p>I am here solely as an administrator and observer. I will present information to you but I cannot help you in making decisions. Please be completely honest with your thoughts and opinions of the designs being presented to you today. My feelings will not be hurt by any negative feedback, as I am the tester, NOT the designer or developer of anything you will be seeing. So please speak freely.</p> <p>I also want you to know that I will be writing down your comments to help document problems or suggestions that you might have. Notes will be used only within HP and your name will not be associated with comments in any way. We are interested in how all users respond, not how individual users respond.</p> <p>Do you have any questions so far?</p>	
	<p>I would like to ask you a couple of preliminary questions before we start.</p> <p>Is the @hp Portal an essential tool for completing different aspects of your particular job function?</p>	<p>[Yes] [No]</p>

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
	<p>How many hours a day do you use the @hp Portal?</p> <p>A. Never B. Less than one hour a day C. One to two hours a day D. More that two hours a day</p>	<p>[A] [B] [C] [D]</p>
Step 5 – Wireframe Description		
Describe Wireframes	<p>During today’s study you will be asked to review different design layout options, called wireframes. I will also ask you questions about each design and how you currently use the portal.</p> <p>Now let me go over the concept of wireframes. A wireframe is a skeletal version of a website that represents navigational concepts and page layout. Let me show you an example of what I mean.</p>	
Step 6 – Sample Wireframe		
Click on the <i>WireframeSample</i> Tab at the bottom of the Browser	Please take a look at this sample. Can you explain to me how the web page illustrated in this wireframe might work?	
Prompts may be used to help user understanding	<p>Prompts</p> <ul style="list-style-type: none"> • Point to logo and ask: “What do you think this is?” • Point to the navigation and ask: “What do you think the function of this would be?” 	
When you feel that the participant has a basic understanding of a wireframe, continue.	Ok, if you’re ready, then we will start looking at some wireframe designs.	

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Step 7 – First Design Evaluation		
<p>Move to the “A” tab for the first design (consult the design order at the beginning of this document)</p> <p>Sample Navigational Paths:</p> <p>Main Topic – Produce; Category – Fruit; Sub Category – Apple</p> <p>Main Topic – Fruits; Category – Apples; Sub Category – Type of Apple</p>	<p>Here is one design option. I would like to use a scenario to test this design. Imagine that this is the interface for a web site called Groceries.com, a type of online market. You have come to Groceries.com to buy some apples. Main topics might be such things as Breads, Meats, and Dairy. Given this how would you expect to navigate this online market site to find apples?</p>	<p>Design Number:</p> <p>Click Count/Steps:</p>
	<p>Prompts (if necessary)</p> <ul style="list-style-type: none"> • What kinds of main topics would you expect to find on Groceries.com at this high level? • Considering main topics such as Breads, Meats, and Dairy. What do you think the main topic for Apples would be? 	<p>Comments:</p>
<p>Once the participant has explained or has been prompted through the main navigation, move to the “B” tab of the current design</p>	<p>Once you click the main topic you get this screen. Would you expect to find apples from this screen or would you navigate further?</p>	
	<p>Prompts</p> <ul style="list-style-type: none"> • What would you expect to see here? (record comment) • If user says a way to pick out Apples, then ask why. • If user says Apples, then ask why. • Considering main topics such as Breads, Meats, and Dairy. What do you think the Categories under these topics would be? • If the main topics are Breads, Meats, and Dairy. Suppose these categories were fruits and vegetables. How would you find apples? 	

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Once the participant has explained or has been prompted through the category navigation, move to the “C” tab of the current design	<p>You have clicked on a main topic and a category. What do you think this screen represents?</p> <p>Would you expect to find apples on a page like this?</p>	
Toggle back and forth between tabs (A, B, C) for current design if necessary	<p>Having looked at this series of designs I would like you to rate their ease of use for the navigation and layout, relating to the task you just completed.</p> <p>To rate them we will use a scale of one to four. In other words, four would be <u>very easy</u> to complete the task, three would be <u>somewhat easy</u> to complete the task; two would be <u>somewhat difficult</u> to complete the task; and one would be <u>very difficult</u> to complete the task.</p>	[1] [2] [3] [4]
Step 8 – Second Design Sample		
Move to the “A” tab for the next tab in the design order (consult the design order)	<p>Here is another design option. Using the same grocery scenario, explain to me how you would find apples through this interface.</p>	<p>Design Number:</p> <p>Click Count/Steps:</p>
	<p>Prompts (if necessary)</p> <ul style="list-style-type: none"> • What kinds of main topics would you expect to find on Groceries.com at this high level? • Considering main topics such as Breads, Meats, and Dairy. What do you think the main topic for Apples would be? 	<p>Comments:</p>
Once the participant has explained or has been prompted through the main navigation, move to the “B” tab of the current design	<p>Once you click the main topic you get this screen. Would you expect to find apples from this screen or would you navigate further?</p>	

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
	<p>Prompts</p> <ul style="list-style-type: none"> • What would you expect to see here? (record comment) • If user says a way to pick out Apples, then ask why. • If user says Apples, then ask why. • Considering main topics such as Breads, Meats, and Dairy. What do you think the Categories under these topics would be? • If the main topics are Breads, Meats, and Dairy. Suppose these categories were fruits and vegetables. How would you find apples? 	
<p>Once the participant has explained or has been prompted through the category navigation, move to the “C” tab of the current design</p>	<p>You have clicked on a main topic and a category; what do you think this screen represents?</p> <p>Would you expect to find apples on a page like this?</p>	
<p>Toggle back and forth between tabs (A, B, C) for current design if necessary</p>	<p>I would like you to rate the ease of use for the navigation and layout of this design. Please rate the design on a scale of one to four.</p> <p>Four would be <u>very easy</u> to complete the task, three would be <u>somewhat easy</u> to complete the task; two would be <u>somewhat difficult</u> to complete the task; and one would be <u>very difficult</u> to complete the task.</p>	<p>[1] [2] [3] [4]</p>
<p>Step 9 – Third Design Sample</p>		
<p>Move to the “A” tab for the next design in the design order (consult the design order)</p>	<p>Here is another design option. Using the same grocery scenario, explain to me how you would find apples through this interface.</p>	<p>Design Number:</p> <p>Click Count/Steps:</p>

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
	Prompts (if necessary) <ul style="list-style-type: none"> • What kinds of main topics would you expect to find on Groceries.com at this high level? • Considering main topics such as Breads, Meats, and Dairy. What do you think the main topic for Apples would be? 	Comments:
Once the participant has explained or has been prompted through the main navigation, move to the “B” tab of the current design	Once you click the main topic you get this screen. Would you expect to find apples from this screen or would you navigate further?	
	Prompts <ul style="list-style-type: none"> • What would you expect to see here? (record comment) • If user says a way to pick out Apples, then ask why. • If user says Apples, then ask why. • Considering main topics such as Breads, Meats, and Dairy. What do you think the Categories under these topics would be? • If the main topics are Breads, Meats, and Dairy. Suppose these categories were fruits and vegetables. How would you find apples? 	
Once the participant has explained or has been prompted through the category navigation, move to the “C” tab of the current design	You have clicked on a main topic and a category. What do you think this screen represents? Would you expect to find apples on a page like this?	
Toggle back and forth between tabs (A, B, C) for current design if necessary	I would like you to rate the ease of use for the navigation and layout of this design. Please rate the design on a scale of one to four. Four would be <u>very easy</u> to complete the task, three would be <u>somewhat easy</u> to complete the task; two would be <u>somewhat difficult</u> to complete the task; and one would be <u>very difficult</u> to complete the task.	[1] [2] [3] [4]

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Step 10 – Final Design Sample		
<p>Move to the “A” tab for the next design in the design order (consult the design order)</p>	<p>Here is the final design option. Once again using the grocery scenario, please explain to me how you would find apples through this interface.</p>	<p>Design Number:</p> <p>Click Count/Steps:</p>
	<p>Prompts (if necessary)</p> <ul style="list-style-type: none"> • What kinds of main topics would you expect to find on Groceries.com at this high level? • Considering main topics such as Breads, Meats, and dairy. What do you think the main topic for Apples would be? 	<p>Comments:</p>
<p>Once the participant has explained or has been prompted through the main navigation, move to the “B” tab of the current design</p>	<p>Once you click the main topic you get this screen. Would you expect to find apples from this screen or would you navigate further?</p>	
	<p>Prompts</p> <ul style="list-style-type: none"> • What would you expect to see here? (record comment) • If user says a way to pick out Apples, then ask why. • If user says Apples, then ask why. • Considering main topics such as Breads, Meats, and Dairy. What do you think the Categories under these topics would be? • If the main topics are Breads, Meats, and Dairy. Suppose these categories were fruits and vegetables. How would you find apples? 	
<p>Once the participant has explained or has been prompted through the category navigation, move to the “C” tab of the current design</p>	<p>You have clicked on a main topic and a category. What do you think this screen represents?</p> <p>Would you expect to find apples on a page like this?</p>	

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)										
Toggle back and forth between tabs (A, B, C) for current design if necessary	<p>I would like you to again rate the ease of use for the navigation and layout of this design. Please rate the design on a scale of one to four.</p> <p>Four would be <u>very easy</u> to complete the task, three would be <u>somewhat easy</u> to complete the task; two would be <u>somewhat difficult</u> to complete the task; and one would be <u>very difficult</u> to complete the task.</p>	[1] [2] [3] [4]										
Step 11 – Design Ranking												
Click on <i>4 Samples</i> Tab. Zoom as necessary as you work through steps 12 and 13.	<p>Now I am going to ask you a different type of question. I would like you to rank these designs by order of your preference. Use the layout and navigation of each design to help you rank them. Your favorite would be number 1, second favorite would be number 2, and so on. Please mouse over the designs or state the design number as you rank them.</p>	<table border="1"> <thead> <tr> <th data-bbox="1373 477 1583 516">Design #</th> <th data-bbox="1583 477 1793 516">Rank</th> </tr> </thead> <tbody> <tr> <td data-bbox="1373 516 1583 555"></td> <td data-bbox="1583 516 1793 555"></td> </tr> <tr> <td data-bbox="1373 555 1583 594"></td> <td data-bbox="1583 555 1793 594"></td> </tr> <tr> <td data-bbox="1373 594 1583 633"></td> <td data-bbox="1583 594 1793 633"></td> </tr> <tr> <td data-bbox="1373 633 1583 672"></td> <td data-bbox="1583 633 1793 672"></td> </tr> </tbody> </table>	Design #	Rank								
Design #	Rank											
Step 12 – Search/PeopleFinder/Logon Evaluation												
Stay on <i>4 Samples</i> Tab	<p>You will notice that in each of the wireframe samples Search, PeopleFinder, and Logon are in the same place as they are on the current portal design. Do you feel that this is a good location for these options?</p>	[Yes] [No]										
If the answer is no	Where do you feel that these options would be better located?	Comments:										
Step 13 – Local Search Evaluation												
Open <i>Search Design</i> Tab	<p>I would like to show you another design sample that has one specific difference from the others. Look at this design and tell me if you see anything different.</p>	<p>Did the participant notice the Local Search?</p> <p>[Yes] [No]</p>										

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Point to search on left navigation strip.	<p>What do you think this search option does? Please select from the following:</p> <ul style="list-style-type: none"> a. Local search, that is a search within a certain area of a website b. Search the whole site c. Search the internet d. Some other function 	[A] [B] [C] [D]
Point to the search in the upper right header.	<p>What about this search function? What do you think this does? Please select from the following:</p> <ul style="list-style-type: none"> A. Local search, that is a search within a certain area of a website B. Search the whole C. Search the internet D. Some other function 	[A] [B] [C] [D]
	<p>What if I told you that the search function on the left searched only within localized content. An example of this would be if you were looking for content within a Human Resources site, it would search only Human Resources topics.</p> <p>What values would you place on this type of search function? Please select from the following:</p> <ul style="list-style-type: none"> A. Very valuable B. Of some value C. Not very valuable D. No value at all 	[A] [B] [C] [D]
	<p>In your opinion, how could this function be made easier to understand? How could it be explained to the user that the search ran only localized searches?</p>	Comments:

Directions	Script (bolded script is required)	Comments / Data (Shaded fields require input)
Step 14 – Final Thanks		
	<p>We have completed evaluating the different designs. I want to thank you for your participation. There will be additional usability studies performed in the future. Would you be interested in participating in future studies as well?</p>	<p>[Yes] [No]</p>
Step 15 – Sign Off and Data Entry		
<p>End the call and close netMeeting</p> <p>After you have entered all participant data in the Master Sheet, email to Julie.liebhard@hp.com</p> <p>Save this sheet and either deliver to Julie Liebhard or enter the data in an electronic copy and email. These sheets will be saved as a backup to the Master Sheet.</p>		<p>Enter data collected on Participant Data Sheet in Master Sheet. At the end of the test day save the Master Sheet using a date stamp in the name. (example: UT1_WireframeMasterSheet_v4_5-16.xls)</p>