

Test Kit



HCDE 417

Katlyn Edwards

Peter Kupcis

Joe Nguyen

Jillian Redosendo

Qian Zhang



Contents

Equipment Needed.....	2
Roles	2
Screening Questionnaire	3
Facilitation Scripts	4
Welcome and Purpose	4
Facilitator’s Role.....	4
Participant’s Role.....	4
Things to Keep In Mind.....	4
Consent Form	5
Pre-Test Interview.....	6
Task Script & Materials	7
Task 1.....	7
Task 2	8
Task 3	8
Task 4	8
Task 5	8
Task 6	8
Task 7	9
Task 8	9
Post-Test Interview Questions	10
Data Logging / Note Taking Form	12

Equipment Needed

- Digital Timer (with stop and reset functions)
- Desktop computer or laptop
- USB mouse (if laptop is used)
- Screencasting tool, such as Quicktime
- Audio recording tool, such as Quicktime
- High-speed internet
- Writing utensils for note-taking

Roles

- **Primary Facilitator:** conducts interviews and tasks.
- **Secondary Facilitator:** takes notes during interviews and handles the timer during task scenarios.
- **Observer A, Observer B:** Each observes the participants' interactions with Lore and their behavior and takes notes during the task scenarios.
- **Moderator:** keep the usability test organized and will be in charge of gathering materials.

Screening Questionnaire

These questions will be asked of the potential participants before selecting them for the study to assure that they fit the test's user requirements.

1. Do you have professional teaching experience?
 - a. Yes
 - b. No

2. Have you created a course website that you used for a course you taught? If yes, what technology tool(s) did you use to create your most recently created website? (Google site, Catalyst, HTML coding, etc.)
 - a. Yes, by using these tools: _____
 - b. No

3. Have you ever used Lore (formally known as Coursekit) to make a course website in the past?
 - a. Yes
 - b. No

Facilitation Scripts

Before the test begins, the primary facilitator will read out the following to the participant.

Welcome and Purpose

“Thank you for agreeing to participate in this usability test for Lore. Today we are asking you to serve as an evaluator of this website and to complete a set of task scenarios. Our goal is to test the usability of Lore, to see how easy or difficult it is to interact with. We will screencast your interactions with Lore and record our conversation for data analysis later; so, we may ask you to clarify statements that you make from time to time. Please also try to “think aloud” during the study.”

Facilitator’s Role

“I, the primary facilitator, am here to guide you through the usability test on Lore. As you can see, there is also a secondary facilitator, two observers, and a moderator. The observers will be taking notes while you are interacting with Lore and communicating with me. The secondary facilitator will time task completions and take notes during the pre-test and post-test interviews. The moderator is responsible for making sure everything is prepared and runs smoothly.”

Participant’s Role

“During this test session, you will be completing some tasks following the task scenario cards in front of you. It helps us to learn if Lore works well for you. Please feel free to ask for clarification if you found any frustrations on the task scenarios. You will also be answering a series of questions about your experience at the end of this session.”

Things to Keep In Mind

“Here are some things to keep in mind throughout the session:

- This is not a test of you; you are testing Lore. So don’t worry about making mistakes.
- There is no right or wrong answer. We really just want to know if Lore works well for you.
- If you ever feel that you are lost or cannot complete a scenario with the information that you have been given, please let me know. I’ll either put you on the right track or move you onto the next scenario.
- We will be screencasting this session for data analysis later. However, your name will not be associated or reported with data or findings from this test.
- Finally, as you use Lore, please do so as you would at home or your office.

Do you have any questions before we begin?”

Consent Form

I understand that the purpose of this study is to test the usability of the course website management tool Lore, formally known as Coursekit. I understand that the research group has conducted this study to complete the group project assignment for the course HCDE 417, Usability Research, in the department of Human-Centered Design and Engineering. I understand that my participation will help the research team form recommendations for improving the usability of Lore. I understand that this study is for academic purposes only.

I understand and consent to the use and release of the audio recording and screen captures by the Lore Team of HCDE 417. I understand that the information and audio recording is for research purposes only and that my name and voice will not be used for any other purpose. I relinquish any rights to the audio recording and understand the recording may be copied and used by the Lore Team of HCDE 417 without further permission.

I understand that I can immediately raise any concerns or areas of discomfort with the test facilitators.

I agree to participate in the study conducted and recorded by the Lore Team of HCDE 417.

Your signature: _____

Date: _____

Please print your name: _____

Primary Facilitator's signature: _____

Date: _____

Primary Facilitator's name: _____

Thank you!

We appreciate your participation.

Task Script & Materials

The moderator will cut out the boxes below and paste them onto index cards before the participant arrives for the test. The moderator will also set up the browser with two windows open: one where the moderator will log into Lore using the test account and another where the moderator will access the demo page of Lore (To log in with the test account, use the following information -- Email: hcde417@mailinator.com, Password: loregroup). To introduce the task scenario segment of the test, the primary facilitator will read the following out-loud to the participant. Starting with Task 1, the primary facilitator will then read each task card out-loud to the participant and give it to him or her to look over as he or she attempt to complete each task. Once the participant is finished with a task, move on to the next one. When all tasks have been completed make sure to deactivate and reactivate the account to reset it back to the default settings.

“I will now give you 8 tasks for you to complete. For each task, I will read it out-loud to you and then give you the card for you to read by yourself and reference if needed. When you believe you have completed each task, let me know by saying ‘Done.’ If you get stuck and need a hint, let me know by saying ‘I’m stuck.’ It is totally fine if you cannot complete a task; please just let me know when you want to abandon the task. There may be points where I may ask you to stop the current task and move on. You will be timed during each task, starting from when we give you each card and ending when you complete or abandon the task. Please do not feel rushed; complete the tasks at your own pace. Do you have any questions before we start?”

Show the participant the demo website.

Task 1

This is a demo page of a website dedicated to creating course websites. Please give me your initial reactions to this page. Feel free to explore this page as you normally would. You can scroll around with your mouse, but please don't click on anything just yet.

After two minutes ask the following questions:

- What are your initial impressions about the layout of this page? What do you think of the colors, graphics, etc?
- Without clicking on anything yet, please describe the options you see on the page and what you think they do. Feel free to move around the page, but again I’ll ask you not to click on anything right now.
- Without clicking on anything yet, if you were exploring, what would you click on first?

Show participant test account website for Tasks 2-6.

Task 2

We will now ask you to add an assignment to the course. The assignment consists of reading a PDF article, which is located on your desktop, and submitting a word document response by June 25th, 2012 at 5:00pm. It will be a graded assignment out of 10.

- Attach the PDF article.
- Type this short description for the assignment: “Submit a word response.”
- Set the due date and time, submission type, etc.

Task 3

We will now ask you to update the due date for this assignment to be on June 30th, 2012, instead of June 25th. When you change the due date for the assignment, please make sure to notify the students in the course of this change.

Task 4

Now we will ask you to create a basic syllabus for this course. You will not be uploading a syllabus, but you will be creating it in Lore itself. Please add three sections - Contact Information, Course Description, and Course Policies. Type one sentence in each section (the content within these sections can be “filler text” and does not have to make sense nor be complete). After you have completed this, rearrange the three categories so that Course Policies is listed first.

Task 5

At this time we would like to add more structure to our course website by updating the calendar section to show when lecture occurs. Please add to the course calendar that the lectures for this class start on 6/25/12, end on 7/27/12, and are held every Monday, Wednesday and Friday from 1:00pm to 2:00pm at PAR 106.

If participant cannot complete Task 5, skip Task 6.

Task 6

Oh, no! There’s been a scheduling conflict with another class. The lectures of your class will now take place on Tuesdays and Thursdays. Change the lecture days on the calendar to the correct days.

Show the participant the demo website for Tasks 7-8.

Task 7

For this task we will ask you to use Lore's demo course website. Please give a 95% grade to Woody Allen for the "General Midterm" due on 10/6. Once you have completed that task, please find and then tell me the average grade for the "General Assignment 1", and what Jeff Bezos' current course grade is.

Task 8

For our final task, we are going to ask you to communicate with the students in the course through this demo version of Lore. To begin with, please post two announcements to the course. The announcements can be of anything, and do not need to make sense. After you have completed that, please answer "Horace Mann's" question posted on the course website. The answer to this question does not need to make sense or be relevant. Finally, please make the first announcement you posted a "sticky" post -- as in make it stay at the top of the news feed. Then mark Charles Eames' post so that it has a green star in the top right corner, similar to Dieter Rams' post.

Post-Test Interview Questions

The primary facilitator will ask the participant the following questions after the test ends. Secondary facilitator will be recording the participant's answers during the interview.

1. What is your overall impression about Lore? Did you feel like the tasks were easily completed?
2. Before this test session, we asked you to envision your ideal course website management tool, and what would its most important feature be. Does Lore have it? If yes, how was it?
3. If you had to give Lore a grade, from 1 to 10, where 10 was great, and 1 was terrible, what grade would you give it, and why?
4. What did you like most about Lore?
5. What did you like least about Lore?
6. If you could make one significant change to Lore, what change would you make?

