

SQ-Class (Centurion) Usability Testing Draft Protocol

(This protocol is a guide – the questions presented here won't necessarily be asked exactly as worded in the protocol or in this order. It is important to note that not all questions will be asked in every interview.)

Part A – Testing

(Note: The primary interview technique is retrospective; R is asked about each question and/or group of questions after s/he has reported. Concurrent “think-aloud” probes are used when R indicates some confusion or other problem, e.g., by frowning, re-reading a question, looking away in thought, saying “Hmm,” etc.)

1. Login Screen

- Do you think that the information given on the Login Screen was sufficient?
- What are your overall reactions to the process for logging into the system?
- Is there any other information you'd like to see on any of the screens you saw while logging in?

2. Main Menu

- Can you describe to me what you seen on this page?
- Where do you need to go in order to start filling completing your form?
- Was this clear? If not, what could be done to make the start of the form clearer?
- If you had questions about definitions or the survey items where would you go?
- Is there anything else that you would need at this point in order to start completing the form? Anything else that should be included on this screen?
- Did you notice the toolbar on this screen? What do you think each of the options will do?
- Are there any other types of information that would be helpful for you to have? Would you look at this information before completing the form or when you needed it?

3. E-Commerce Sales and Operating Revenue screen

- If you needed help with understanding this question, where would you go? Which online resource would you consult?
- Did you read the definition of E-Commerce on this page? If not, is there anything that we could do to make it easier to read? Is the definition of E-Commerce clear?
- What do you think about both of these questions being asked on the same screen?
- What do you think about the way the way months are specified?
- Do you have any suggestions for improving this page?

- If you needed to return to the main menu, how would you do that?
Please go back to the main menu.
- Now that you are on the main menu, how would you return to the question you were working on?

4. Form-Specific section -- TBD

- Form-specific probe -- tbd
- Form-specific probe -- tbd
- Form-specific probe -- tbd

5. Form-Specific section -- TBD

- If you needed to return to a prior section, how would you do this?
- Did you have any problems navigating back to a prior section/screen? Do you have any recommendation for improving the navigation within the site?
- Form-specific probe -- tbd
- Form-specific probe -- tbd
- Form-specific probe -- tbd

6. Form-Specific section -- TBD

- *(If the R hasn't triggered an edit at this point, have them do so on purpose)*
- Is it clear to you based on the messages you are receiving on the screen that there is an issue? Can you explain to me what the problem(s) are?
- Is there a better way that we could notify you about the problem(s) on this screen?
- What would you need to do if you wanted to ignore the problem message you were receiving and move on to the next questions? Is it clear to you what action you need to take?
- What does the 'Update Page' button at the bottom of this screen mean to you? What do you expect it to do? Please click on it and tell me if this is what you expected to happen. Is this option helpful to you?
- What other information should we provide to you about your problems and how to correct them?
- Form-specific probe -- tbd
- Form-specific probe -- tbd
- Form-specific probe -- tbd

7. Form-Specific section -- TBD

- Form-specific probe -- tbd
- Form-specific probe -- tbd
- Form-specific probe -- tbd

8. Review your responses

- What are your first thoughts when seeing this screen?
- Can you explain to me what is expected of you? What is this screen telling you?

- *(If there are edits)* How will you go about fixing this/these problem(s)? When you have finished fixing the problems, what do you need to do next? How will you submit the form?
- What do you think of the title of this screen? Is it a logical title?
- What other types of review would you be interested in performing prior to submission?
- Does having the option to review a PDF of your information at this time make sense?
- If you weren't ready to submit your data at this point, what would you do?

9. Completion Certificate

- Is there any other information that you would need to have for your completion?
- Would you save a copy of this information for your records?

10. Main Menu (after submission)

- Would you save a copy of the data for your records?
- Where would you need to go on this site in order to do that?

Part B – Wrap Up

- Now that you have gone through this form electronically, would you prefer to do this survey on paper or electronically?
- Do you think that you would complete the online form in one sitting?
- If you were completing this form electronically, would you still want/need the paper form? If so, what purpose would the paper form serve?
- Now that you have gotten a good feel for the online form, what is your overall impression of it? Was it easy, hard?
- Did you have any issues with the navigation on the site?
- What are some of the things that you liked the most about the online form?
- What are some of the things that you liked the least about the online form?
- Are there any other options that we should provide in the online form?
- Do you have any suggestions for how to make this online form easier for you to use?

Thank participant for their time and input!