

## **Protocol for Usability Testing with Teachers**

FACILITATOR:

You have been recruited as a usability participant to help provide U.S. Census Bureau with feedback on the new Census.gov website. The session will be run by members of Accenture's User Experience Group, who will gladly answer any questions you may have about the session. We will observe you and record information about how you work with the system. We will also ask you to answer questions in regards to your thoughts on the system.

You will be asked to comment on a variety of subjects relating to the system and will be given a survey to complete for additional research information. It is important to note that you *are not* being evaluated in any way. We expect the session to last about 1 hour. Your participation is voluntary and your answers will remain strictly confidential.

### **Pre-test questions**

FACILITATOR: Before we begin, please look at this home page without clicking on anything; I am going to ask you some questions about this page:

Pre-test questions should be read to the participant by the facilitator.

1. What is the purpose of this website?
  
  
  
  
  
  
  
  
  
  
2. What organization is responsible for this website? How can you tell?
  
  
  
  
  
  
  
  
  
  
3. Is it clear to you whom this website is designed for?

4. What kinds of information would you go to this website to find?

Ask participant to review the main buckets of the homepage without clicking on the page and asked what kinds of information they would find in the following areas: [CAN YOU PUT THIS IS QUESTION FORM?]

1. Teach
2. Learn
3. Research
4. Play
5. About SIS
6. Standards

## Testing Scenarios

FACILITATOR: We will now begin the automated part of this usability evaluation. You will see a box appear with a scenario. Once you have read and understand the scenario please click on the START button to begin the scenario. You may click on anything on the screen to complete this scenario. Once you have finished click on the End Task button.

### Current Site

1. You would like to illustrate where casualties occurred in the Civil War across the United States. Where would you go to find this information?  
(Current State)

Expected Paths	Notes
Home ↓ Learn ↓ Maps  Or Teach ↓ Civil War and Reconstruction	

2. You teach 8<sup>th</sup> grade math and would like to find activities that would address Bivariate Data concepts. Where would you find this information?  
(Current State)

Expected Paths	Notes
Home ↓ Teach ↓ Grade 8	

3. You would like to check what the specific criteria are required for fulfilling the Variability standards in Grade 6. Where would you look for this information? (Current State)

Expected Paths	Notes
Home ↓ Standards ↓ Middle School Math ↓ Grade 6	

4. You would like to find information about ways to find data about the business growth in your local community between 1990 and 2010. Where would you look for this information? (Current State)

Expected Paths	Notes
Home ↓ Research ↓ Tools	

5. You would like to find an exercise that will help illustrate the 6 SP. 2 standard. Where would you look for this exercise? (Current State)

Expected Paths	Notes
Home ↓ Standards ↓ Grade 6 Or Home ↓ Teach ↓ Grade 6	



## Future State

6. You would like to make an activity around the concept of the Normal Curve. How would you do this? (Future State)

Expected Paths	Notes
<p>Home</p> <p>↓</p> <p>Teach</p> <p>↓</p> <p>Create a New Activity</p> <p>↓</p> <p>Census Activity</p> <p>↓</p> <p><a href="#">Click here to use this item in your activity</a></p>	

7. You have heard that a colleague has created a great activity for illustrating the Normal Curve and you would like to find the activity they have created. How would you be able to find your colleague's activity? (Future State)

Expected Paths	Notes
Home ↓ Teach ↓ My Colleagues Activities	

8. You would like to remove an activity that you have previously made. How would you do this? (Future State)

Expected Paths	Notes
Home ↓ My Activities ↓ Manage	

9. You would like to create a list of questions for your students that will help them study for a test on variability. Where would you go to create this list of questions? (Future State)

Expected Paths	Notes
Home ↓ Teach ↓ Create a New Activity ↓ Question Bank	

10. You are trying to find data from the 2010 census about your local community for a class lesson but are not sure how to get the data that you want. You would like to ask someone if they have any ideas of ways to locate this information and if they could give you any pointers. Where would you ask for this information? (Future State)

Expected Paths	Notes
Home ↓ Collaborate	



5. If you were to describe this site to a colleague, what would you say?

6. Do you have any other final comments or questions?

FACILITATOR: I will now have you complete a small survey about your experiences using this website.

Thank you for your participation.