

For Participant

Today you will be working with a live website currently in use by employees and customers. The test will take about 30 minutes, but you can quit the test at any time for any reason.

I want to make clear right away is that we are testing the design, not you. You cannot do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you walk through the website, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

I may ask you to move on to another task before you finish the task you are working on. This is simply because we have learned all we need to for that task and want to manage the time we have together.

Do you have any questions right now? If you do have any questions as we go along, just ask them. And if you need to take a break at any point, just let me know.

We will be recording the test for future internal reference. We will not use the recording for any public purpose and your name will not be associated with the test results.

Thanks for your willingness to participate!

Pre-Test Questions

- 1) What is your occupation?

- 2) Have you ever used a website to look up information about a conference?
 - a) If yes: Do you remember which one(s)?

- 3) Have you ever used a website or mobile app to create a schedule of things you wanted to see or do at a conference or event?

Scenario

Please imagine you are an OpenText customer interested in attending the Enterprise World user conference in November. You want to see what kinds of information sessions are going to be offered so that you can make a case to your manager to let you attend. Your company has extensive integrations with OpenText products and SAP products.

Enterprise World 2015 website: <http://www.opentext.com/campaigns/enterprise-world-2015/>

Task 1: Find conference sessions

Yesterday, you received an email from OpenText about the Enterprise World 2015 user conference. You think you want to attend so you visit the site to find out more.

What to do, if the system is able:

1. Find the list of information sessions for the conference.
2. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

Follow-up questions

1. Do you see another way you could navigate to this page?

Task 2: Filter the sessions

You are only interested in information about SAP integrations and want to find out if OpenText will be offering any relevant sessions.

What to do, if the system is able:

1. Update the list of sessions to show ones in the SAP track only.
2. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

Follow-up questions

1. What do you think about the ability to filter sessions like this?

Task 3: Sign in to the site

You decide to sign in to the website in case there are any extra features available to customers.

What to do, if the system is able:

1. Sign in to the Enterprise World website.

Username: mscustomertech@gmail.com

Password: open123!

2. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

Task 4: Create an agenda

You see that there are a two sessions you think would be useful to your company. You want to create a sample agenda to share with your manager.

What to do, if the system is able:

1. Filter the sessions to view "Breakouts" only.
2. Add the following sessions to your agenda:
 - *SAP-402 Simplify Your Business - Business Solutions, Solution Accelerators and Demo Jam*
 - *ECO-200 Simplify Your Platform: OpenText Strategy & Roadmap for SAP, Microsoft, Oracle & Beyond*
3. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

Task 5: Add training to your agenda

Since both SAP information sessions are on Wednesday, you decide to see if you could take some training on Monday or Tuesday.

What to do, if the system is able:

1. Update the list of sessions to show SAP training available Monday.
2. Add the following training sessions to your agenda:
 - *U-TR-6-5009 OpenText EIM Adoption Workshop (Nov 9-10)*
 - *U-TR-3-5903 OpenText Personalized Help Administrator Training (Nov 9-10)*
3. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult								Very Easy
1	2	3	4	5	6	7		

Task 6: Review your agenda

After adding some breakout and training sessions to your agenda, you are ready to review it so you can send it to your manager.

What to do, if the system is able:

1. Navigate to your agenda page.
2. Review your agenda to make sure it has the correct session information:
 - *SAP-402 Simplify Your Business - Business Solutions, Solution Accelerators and Demo Jam*
 - *ECO-200 Simplify Your Platform: OpenText Strategy & Roadmap for SAP, Microsoft, Oracle & Beyond*
 - *U-TR-6-5009 OpenText EIM Adoption Workshop (Nov 9-10)*
 - *U-TR-3-5903 OpenText Personalized Help Administrator Training (Nov 9-10)*
3. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

Follow-up questions

1. Do you see another way you could reach your agenda page?

Task 7: Update your agenda

After reviewing your agenda, you notice that you have two training sessions scheduled for the same days.

What to do, if the system is able:

1. Remove the "U-TR-5903" from your agenda.
2. Reload your agenda to see if the session is gone.
3. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult						Very Easy
1	2	3	4	5	6	7

Task 8: Share your agenda

You are ready to send your sample agenda to your manager.

What to do, if the system is able:

1. Download a copy of your agenda.
2. Open and view the downloaded copy of your agenda.
3. Say, "I am finished" when you feel like you have completed the task.

Overall, this task was:

Very Difficult							Very Easy
1	2	3	4	5	6	7	

System Usability Scale

I will read you some statements. Please tell me how strongly you agree or disagree with each, with 1 meaning “Strongly disagree” to 5 meaning “Strongly agree.” Don’t think too long about each statement. Make sure you respond to every statement. If you don’t know how to respond, simply choose “3.”

	Strongly Disagree				Strongly Agree
1. I think that I would use this feature frequently.	1	2	3	4	5
2. I found this feature unnecessarily complex.	1	2	3	4	5
3. I thought this feature was easy to use.	1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this feature.	1	2	3	4	5
5. I found the various functions of this feature were well integrated.	1	2	3	4	5
6. I thought there was too much inconsistency in this feature.	1	2	3	4	5
7. I imagine that most people would learn to use this feature very quickly.	1	2	3	4	5
8. I found this feature very awkward to use.	1	2	3	4	5
9. I felt very confident using this feature.	1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this feature.	1	2	3	4	5

Appearance Questionnaire

Overall, how did the website look to you?

Extremely Unattractive							Extremely Attractive
1	2	3	4	5	6	7	

Not at all cutting edge							Extremely cutting edge
1	2	3	4	5	6	7	

Extremely Amateur							Extremely Professional
1	2	3	4	5	6	7	

Not at all compelling			(Compelling = makes you want to use the product)				Extremely compelling
1	2	3	4	5	6	7	

Simple							Complex
1	2	3	4	5	6	7	

Interesting							Boring
1	2	3	4	5	6	7	

Straightforward							Complicated
1	2	3	4	5	6	7	

Foreign							Familiar
1	2	3	4	5	6	7	

Stale							Fresh
1	2	3	4	5	6	7	

Post-Test Questions

1. The terminology used in this feature was:

Very unclear							Very clear
1	2	3	4	5	6	7	

2. How much would you like working with this feature?

Really dislike to work in it							Really like to work in it
1	2	3	4	5	6	7	

3. Compared to similar features I've used, this one is:

Not an improvement				The same				A great improvement
1	2	3	4	5	6	7		

4. On a scale from 0-10, how likely would you be to recommend this feature to a colleague?

Not at all likely					Neutral					Extremely likely
0	1	2	3	4	5	6	7	8	9	10

5. What was your least favorite thing you saw today?

6. What was your most favorite thing you saw today?

7. Do you have anything you would like to add that I haven't asked about?

8. Would you be willing to help us out with usability testing again the future?