

Usability Test Procedures

Roles	Responsibilities
Facilitator	Leads the participant through the test, answering questions, giving prompts and encouraging the participant to think out loud.
Observer	Records what is said and done throughout the test, keeping a log of the participant's actions and comments.
Participant	Ideally a typical user of the site who responds to the site and prompts from the facilitator.

Preparations

The Facilitator brings to the test:

- Usability test procedures
- The set of questions/tasks for the usability test
- Logging sheet for the Observer
- Consent Form for the Participant

Before the Participant arrives:

- Facilitator arranges the testing space so the Participant can sit comfortably in front of the computer in a position where she can easily speak to the Facilitator.
- The Facilitator and Observer sit where they can easily see the computer screen.
- Facilitator clears the cache and history of the browser so visited links are not visible.
- Facilitator displays the site being tested.

Greeting the Participant

When the participant arrives, the Facilitator:

- Makes introductions and explains roles and responsibilities.
- Welcomes the Participant and thanks her for her time and input.
- Informs the Participant about how much time the test will take.
- Explains the purpose of the test, its open-ended nature and that there are no "right" or "wrong" answers.
- Encourages the Participant to think out loud.
- Asks the Participant if she has questions before beginning.
- Asks the Participant to sit down in front of the computer.
- Begins the test.

The Actual Test

When the test begins, the Facilitator:

- Asks the questions one by one.
- Tries to stimulate talking.
- *Listens* to the Participant's comments.
- Does not correct the Participant during the test.
- Does not defend the site against criticism (remains neutral).
- Makes feedback consistent for all Participants.
- Tries to deflect Participants' requests for guidance.
- Prompts the Participant only when she is not talking.

Conclusion and Debriefing

After the last question/task, the Facilitator:

- Informs the Participant that the test is over.
- Asks debrief questions.
- Goes over any problems with the site, replays things that seemed difficult .
- Ask if the Participant has any additional comments.
- Thank the Participant for her time.

Objectives

Objectives in gray will not be addressed during the in-class usability test on March 9th, but will be addressed in a later usability test with actual PA students from the University of Colorado Health Sciences Center.

Form Name: Login

Objectives:

- Successful student login takes student to Differential Diagnosis Form.
- Error message returned if student login information is incorrect or left blank.
- Successful administrator login takes user to Administrator Form.
- Error message returned if administrator login information is incorrect or left blank.

Form Name: Differential Diagnosis

Objectives:

- Student name is displayed appropriately.
- Student successfully enters data for the differential diagnosis field.
- Student successfully enters data for the primary diagnosis field.
- Student successfully enters a number between 50 and 100 for the confidence-rating field.
- Error page returned if any field is left blank.
- Error page returned if non-numeric data is entered in the confidence-rating field.
- Error page returned if numeric data in the confidence-rating field is not between 50 and 100.

- Successful submission of data takes user to General Treatment Plan Form.

Form Name: General Treatment Plan

Objectives:

- Student successfully enters data in the general treatment plan field.
- Error page returned if general treatment plan field is left blank.
- Successful submission of data sends user to Interventions Form.

Form Name: Interventions

Objectives:

- Student uses the control key (pc) or the ⇨ key (Mac) to select multiple interventions from each list box on the form.
- Student successfully enters a number between 50 and 100 for the confidence-rating field.
- Error page returned if confidence-rating field is left blank.
- Error page returned if non-numeric data is entered in the confidence-rating field.
- Error page returned if numeric data in the confidence-rating field is not between 50 and 100.
- Successful submission of data takes user to Researchable Question Form.

Form Name: Researchable Question

Objectives:

- Student successfully enters data for the researchable question field.
- Student successfully enters data for at least one keyword field.
- Error message returned if the researchable question field is left blank.
- Error message returned if keyword #1 field is left blank.
- Successful submission of data takes user to Research Abstract Form.

Form Name: Research Abstract

Objectives:

- A research abstract is displayed in a scrollable text box on the form.
- Clicking the “Next” button takes the user to the Revised Primary Diagnosis Form.

Form Name: Revised Primary Diagnosis

Objectives:

- Student’s initial primary diagnosis is displayed in a scrollable text box. This text box cannot be edited.
- Student selects a radio button (values “yes” or “no”) to indicate if she wants to revise her initial primary diagnosis.
- Student enters data for the revised primary diagnosis field (if desired).
- Error message is returned if radio button “yes” is selected and the revised primary diagnosis field is left blank.

- Student successfully enters a number between 50 and 100 in the confidence-rating field.
- Error message returned if non-numeric data is entered in the confidence-rating field.
- Error message returned if numeric data in the confidence-rating field is not between 50 and 100.
- Error message returned if confidence-rating field is left blank.
- Successful submission of data takes user to the Revised General Treatment Plan Form.

Form Name: Revised General Treatment Plan

Objectives:

- Student's initial treatment plan is displayed in a scrollable text box. This text box cannot be edited.
- Student selects a radio button (values "yes" or "no") to indicate if she wants to revise her initial treatment plan.
- Student enters data for the revised treatment plan field (if desired).
- Error message is returned if radio button "yes" is selected and the revised treatment plan field is left blank.
- Successful submission of data takes user to the Revised Interventions Form.

Form Name: Revised Interventions

Objectives:

- Student's initial interventions are displayed in a scrollable text box. This text box cannot be edited.
- Student selects a radio button (values "yes" or "no") to indicate if she wants to revise her initial interventions.
- Student uses the control key (pc) or the ⇨ key (Mac) to select multiple revised interventions from each list box on the form.
- Error message returned if radio button "yes" is selected and no interventions are selected from the list boxes.
- Student successfully enters a number between 50 and 100 for the confidence-rating field.
- Error page returned if confidence-rating field is left blank.
- Error page returned if non-numeric data is entered in the confidence-rating field.
- Error page returned if numeric data in the confidence-rating field is not between 50 and 100.
- Successful submission of data completes the PASAT.

Questions/Task List

Login Form

- Log into the site using ID # 012345

- What is the case ID # for this trial?

Differential Diagnosis Form

- What page are you currently on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Enter data into the differential diagnosis field.
 - Enter data into the primary diagnosis field.
 - Enter data into the confidence-rating field.
 - Submit your responses.

General Treatment Plan Form

- What page are you currently on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Enter data into the general treatment field.
 - Submit your responses.

Interventions Form

- What page are you currently on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Select multiple interventions from each list box on the form.
 - Enter data in the confidence-rating field.
 - Submit your responses.

Researchable Question Form

- What page are you now on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Enter data for the researchable question field.
 - Enter data for at least one keyword field.
 - Submit your responses.

Research Abstract Form

- What page are you now on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Proceed to the next form.

Revised Primary Diagnosis Form

- What page are you now on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Select whether or not you want to revise your initial primary diagnosis.
 - Enters data for the revised primary diagnosis field (if desired).
 - Enters data in the confidence-rating field.
 - Submit your responses.

Revised General Treatment Plan Form

- What page are you on now?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Select whether or not you want to revise your initial treatment plan.
 - Enter data for the revised treatment plan field (if desired).
 - Submit your responses.

Revised Interventions Form

- What page are you now on?
- Ask user to do whatever she feels is necessary for this page. If user gets stuck, use the following prompts:
 - Select whether or not you want to revise your initial list of interventions.
 - Select multiple revised interventions from each list box on the form.
 - Enter data in the confidence-rating field.
 - Submit your responses.

Debrief

- What did you think of the site? What did you like? What did you not like?
- What did you expect to see or find but didn't?
- Was there something you saw that surprised you?
- Was there anything confusing about the site?
- Did you understand the terminology used on this site?
- Did you notice anything inaccurate on the site?
- What would you change about the site?
- Anything else? What are your final thoughts about the site?

Observer Logging Sheet

PASAT Usability Test

Participant's Name:

Date:

Login Form Notes

Differential Diagnosis Form Notes

General Treatment Plan Form Notes

Interventions Form Notes

Researchable Question Form Notes

Research Abstract Form Notes

Revised Primary Diagnosis Form Notes

Revised General Treatment Plan Form Notes

Revised Interventions Form Notes

Debrief Notes

Participant Consent Form

UCDesign is asking you to participate in evaluating an assessment tool for physician assistant students at the University of Colorado Health Sciences Center. By participating in this evaluation, you will help us improve this online assessment tool.

We will observe you and record information about how you complete the tool. We may also ask you to fill out a questionnaire and answer interview questions.

We will videotape all or some of the interview and your work. By signing this form, you give your permission to UCDesign to use your voice, verbal statements, and possibly videotaped pictures for the purposes of evaluating the tool and showing the results of these evaluations. We will not use your full name, nor reveal any personal or contact information about you.

You will be working with a product that is still in development. Any information you acquire about this product is confidential and proprietary and is being disclosed to you only so that you can participate in the evaluation. By signing this form, you agree not to disclose any details of the assessment tool.

You may withdraw from this evaluation at any time.

If you agree to these terms, please indicate your consent by signing below:

Printed name: _____

Signature: _____

Date: _____