

***FIRST[®] – Team Registration
Dashboard Round 1***

Usability Testing Moderator
Guide

Roger Soucy

Introduction (3 minutes)

Hi, thank you for your time today. I'm Roger; I'm helping *FIRST*® gather customer feedback on a new design for the Team Registration portion of their website.

We've invited you to participate today because *FIRST*® wants to make sure their product is as easy to use as possible. So, we're going to show you a beta version of the product and / or a prototype of some new designs then have you try it out and tell us what you think.

I want to make clear right away that this is going to be an evaluation of the product, NOT YOU. There are no right or wrong answers – just honest opinion. This should be a relaxed and fun activity for you. There are no mistakes that you can make.

Just so you know, I'm not a *FIRST*® employee. My role is to ask questions and facilitate our discussion. A few people from *FIRST*® are listening in; they're always excited to hear from real end users, but they won't bother us during the session.

This evaluation will take 60 minutes and I'll be recording this session if that's ok with you. The video is just to help me remember things that we talked about. If during the session you would like to take a break and stop at any time, just let me know.

Any comments/questions?

Background Information (5-7 minutes)

The role you will be assuming during this test will be that of an individual who has decided to start a new *FIRST*® team for youth members.

You have researched the different programs and decided that you are going to participate in: <Program Name>

You want to serve as a Lead Coach

Evaluation Instructions (2 minutes)

In a minute, I'll make you the presenter in this online meeting and ask you to view a prototype of the new product concept, but *FIRST*® let me give you some instructions about how to approach using it during this interview.

While you're using the prototype, I'd like for you to **think out loud**. Just narrate what you're doing, sort of like giving a play-by-play. If you're reading something on the screen, please read it out loud. You may hear me asking you, "What are you thinking", to remind you to think out loud.

Be as candid as possible. If you think something's awful, please say so. Don't be shy; you won't hurt anyone's feelings. Since it's designed for people like you, we really want to know exactly what you think and what works and doesn't work for you. Likewise, if you like something please tell us.

Since you are working with a prototype, I want to warn you up front that certain links and things in the interface may not be working properly. If a link doesn't work, I'd like for you to explain what you would expect to see.

Lastly, I will not be able to give you much instruction when it comes to navigating the application. You can ask me anything, but nine times out of ten my reply will be, "I don't know, what do you think?"

Any comments/questions?

Tasks

1) Update Team Name (Prototype)

[CONDITION] User has logged in and has teams in list all collapsed. The objective is to see if they know how to expand a team when they have never seen one expanded.

[SCRIPT] Let's assume that the name of one of your teams is incorrect. Please use the interface to change the name for the "Mechanized Mayhem" team.

[USER INTERFACE] Dashboard with 3 teams displayed all collapsed and no outstanding task badges for any of the teams

[OBSERVATION] Does the user know to expand a team by clicking on it?

[PROBE] If not, what were they expecting to see or happen by clicking x?

[OBSERVATION] Does the user know the select Team Info?

2) Update your contact information (Test Build)

[CONDITION] User has logged in and is on their dashboard with no Teams in the "Teams List"

[SCRIPT] Let's assume that your contact information has changed, please use the prototype to update your contact information.

[USER INTERFACE] Dashboard displayed

[OBSERVATION] Do they know to click the User Menu option?

[USER INTERFACE] User Menu displayed

[OBSERVATION] Do they know to click Profile?

[PROBE] If they selected Account, why?

3) Create a new team (Test Build)

[CONDITION] User has logged in and is on their dashboard with no Teams in the “Teams List”

[SCRIPT] Let’s assume you would like to start a new *FIRST*® robotics group. Please use the prototype to start this task and think out loud as you go.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to click the “Create New Team(s)” button?

[USER INTERFACE] Create Team Wizard - Program Options

[OBSERVATION] Do they realize that the program option buttons are interactive?

4) Logout (Test Build)

[SCRIPT] You are all done with what you need to do. Please use the interface to fully sign out of your account.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to click on the user menu?

[PROBE] after they say, “I would click [x]”: What would you expect to see?

USER LOGS INTO DIFFERENT ACCOUNT

5) Accept or Decline Invitation (Test Build)

[CONDITION] User has logged in and is on their dashboard with no Teams in the “Teams List”

[SCRIPT] You received an email informing you that you have been invited to be Coach on a team. Following instructions in the email, you have logged in and are at your dashboard. Without giving you the specific instructions that would be provided in the email, what would you do to locate and accept the invite?

[USER INTERFACE] Dashboard

[OBSERVATION] Do they notice the user outstanding task badge?

[OBSERVATION] Do they know to open the user menu?

6) Identify the specific outstanding tasks for a Team

[CONDITION] Team exists in user's teams list and one or more has an outstanding task

[SCRIPT] Let's assume that there are specific things that need to be done for one of your teams. Please use the interface to identify what those are.

[USER INTERFACE] Dashboard with one or more teams displaying outstanding task badge

[OBSERVATION] Did they notice the outstanding task badge?

[PROBE] If they click on the badge and the team expands, ask: What did you expect to see?

[OBSERVATION] Did they notice the widget group outstanding task message?

[OBSERVATION] Did they notice or click on the Outstanding Task button in the Team Options widget group?

7) Add a Team Sponsor

[CONDITION] User has existing teams in their teams list to configure

[SCRIPT] Let's assume that there is a local benefactor that wants to support your team. Please use the interface to add the associated information for this individual / company to your team.

[USER INTERFACE] Dashboard

[OBSERVATION] Did they know to expand a team?

[OBSERVATION] Did they know to select "Team Information"?

[OBSERVATION] Did they know to select "Team Sponsors"?

[PROBE] after they say, “I would click [x]”: What would you expect to see?

8) Submit a tax form (Test Build)

[SCRIPT] Let’s assume that you need to provide a tax form to receive a refund. Please use the prototype to locate the document.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to expand a team?

[OBSERVATION] Do they know to select Balance Options drop list

[PROBE] after they say, “I would click [x]”: What would you expect to see?

9) Make Team Payment from dashboard (Test Build)

[CONDITION] User has teams in their Teams List with outstanding charges

[SCRIPT] Now that you have created your team, let’s assume there are fees that need to be paid. Please use the prototype to pay these fees.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to expand a team?

[OBSERVATION] Do they know to select Balance Options drop list?

[OBSERVATION] Do they know to navigate to Payment Page?

[PROBE] after they say, “I would click [x]”: What would you expect to see?

10) Partial Payments

[CONDITION] User has existing teams and wants to make a partial payment for an outstanding charge

[SCRIPT] Let's assume that your team has an outstanding charge that you would like to pay a portion of. Please use the interface to make a partial payment.

[USER INTERFACE] Dashboard

[OBSERVATION] Did they know to expand a team?

[OBSERVATION] Did they know to how to go to the payment page?

[USER INTERFACE] Payment Page

[OBSERVATION] Did they know to select a charge for partial payment?

[OBSERVATION] Did they know to change the value in the charge payment value field?

[PROBE] after they say, "I would click [x]": What would you expect to see?

11) Display a team invoice from dashboard (Test Build)

[CONDITION] User has teams in their Teams List with outstanding charges that an invoice can be created from

[SCRIPT] Now that you have created your team, let's assume there are fees that you need to produce an invoice for. Please use the prototype to produce an invoice.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to expand a team?

[OBSERVATION] Do they know to select Balance Options drop list?

[OBSERVATION] Do they know to navigate to Payment Page?

[PROBE] after they say, "I would click [x]": What would you expect to see?

12) Navigate to public website (Test Build)

[SCRIPT] You have an interest in information that is on the public website. Please use the prototype to navigate to the organization's home page where you can find that information.

[USER INTERFACE] Dashboard

[OBSERVATION] Do they know to click the FIRST® logo?

[PROBE] after they say, "I would click [x]": What would you expect to see?

Wrap-up (5 minutes)

Final Wrap-up

1. Overall, what did you think about the experience of using this product?
2. Is there anything that you would change to improve the experience and make it easier to use?
3. Any last comments, either about what we've looked at today or about *FIRST*® in general?

Thank you for your time. I know we've covered a lot of things today. You have provided great feedback as well as an understanding of how we can improve the Team Registration section of the dashboard.

Thank you again for your time and have a great day!