

Observation Form
IMA3: Usability Assessment – Group 3

Participant Name: R. Carter

Observer script:

Hi Radiance. My name is Carolyn Ford Burac. Thank you for volunteering to help us test out the Think Cultural Health website.

After our project is complete, we should get an idea of how effective and efficient the site is and how satisfactory it is for you and other users. Our goal is to find out what needs to be done to improve the site.

Please, remember that we are testing the site and not you, so don't worry about doing anything wrong. We encourage you to tell us exactly how you are feeling and what you are thinking as you go through the site so that we can get an accurate feel for the site from your perspective.

You will be given five tasks to complete. We will answer any questions you may have about the usability test before you start, with the exception of how-to questions. Please, be aware that we do not want to risk leading you through the tasks, so although we strongly encourage you to think out loud and ask questions during the process, we will not answer your questions during testing. We will, however, jot your questions down and answer them after you have completed all five tasks.

Any questions?

Let's begin.

Task	Start	Stop	Clicks	Total Time	Comments
Sign in as a nurse with the User Name and Password provided. Complete the pretest for Module 1.1	3:17	3:27	65	10	Given the instructions for the task, user had difficulty following where to sign in as a nurse for the module in the Portal Home. User suggests the instructions should state, read the course 1 intro and complete pre-test.
Starting at the course home page, view the video in Module 1.1	3:29	3:32	8	4	
Starting at the course home page, email colleague information on the course.	3:34	3:36	7	2	
Starting at the course home page, look up Acculturation in the glossary.	3:36	3:38	5	2	User utilized the Search field to find the term. Glossary link not easily found. Should be at top of page.
Starting at the course home page, email a technical question.	3:38	3:40	6	2	User found the email technical question in the Help/FAQs page.

Additional Comments: