

Moderator's Guide: GlobalPort Click Test, February-March, 2020

Purpose of this test

This main purpose of this test is intended to discover if our placement of the main elements can be easily found on the home page. This will give us a quantifiable baseline metric.

With this information, we will build more complex task-oriented tests in the future using the interactive HTML/CSS prototype and available Sharepoint sites.

Distribution

As we are new to UserZoom, we are starting with a small focus group of 5 users. This is called a "test of the test."

Following this, we will revise the test as needed and release to a larger group of 10 moderated users and 10 unmoderated users. We will need to make slight adjustments to the unmoderated test.

- The URL for initial **5 person focus group** is:
<https://s2.userzoom.com/m/OSBDNTkwOVMzMiAg>
- The URL the next **10 moderated users** is:
<https://s2.userzoom.com/m/NSBDNTkwOVMzMiAg>
- The URL the next **10 UNmoderated users** is:
<https://s2.userzoom.com/m/NiBDNTkwOVMzMiAg>

Recording

For the first 5 sessions, we will use Teams to record the tests. For the next 10 moderated sessions, recording is at the discretion of the moderator, but not necessary if there is a dedicated note-taker. Unmoderated sessions will not be recorded for this test.

Welcome and Introduction

Thank you so much for participating. As you may know, we have an enterprise initiative to migrate GlobalPort, our corporate intranet. Today we are asking you to complete a set of tasks on our new home page design to see how easy or difficult it is to use.

Moderator's Role

I am here to guide you through the tasks, and at times, ask some follow up questions. Also, a colleague is helping me take notes and observe your interaction with the site as well.

If we record the session...

With your consent, we will be recording this session. The recording is to help our memory and note taking. The recording will capture your voice and screen as you navigate GlobalPort and will only be made available to the team. Are you okay with this recording?

[They can answer this question in UserZoom]

Getting started

Thank you for agreeing to this study. To help us gain insights into the site's ease of use, I would like you to think aloud as you work to complete the tasks. In other words, please tell me what you are thinking as you work through the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify something you may have said.

Test Participant's Role

- This study should take about 10 minutes.
- These activities are all about how easy or difficult it is to find information on the new GlobalPort home page.
- There is no right or wrong answer.
- If you have any questions, comments or areas of confusion, please let me know. This is not my design, *so don't worry about my hurting my feelings*. Your honesty is helpful and appreciated!
- Tasks will appear on the screen, you read them, I'll ask follow up questions and remind you to speak aloud so that we can hear your thoughts.
- If you have questions, I may not answer them right away, we really want to know what you'd do if we weren't here.
- Do you have any questions before we begin?

Pre-test Questions (these are in the test and can be recorded there)

- May I ask you to state your name, role and tenure with the company?
- How often do you typically GlobalPort?

Questions

1. Take a few moments to look over the page. When you are ready, click the "**Next**" button.
2. For each task, please select the item on the page that best answers the question. If you wanted to **SEARCH GLOBALPORT**, please click on what you would use.
3. Great! Now, you'd now like to look up information on the company's **MATERNAL LEAVE POLICY**. Please click where you think you'd find that information.
4. Next, you'd like to visit a page about **ENGINEERING**. Please click where you'd go to locate that page.
5. Now you'd like to check the **COMPANY (KRAs)** to get an update on the employee incentive plan. Click where you'd go to see that information.
6. Can you now indicate what you would click to read the **LUNCH MENU**?
7. Next, please click on the phone number for the **SERVICE DESK**.
8. Please click on what you would expect to bring you to the **EXPENSE REPORTING** tool.
9. Where would you click if you wanted to **LEAVE A COMMENT** about GlobalPort?
10. You have a **NEWS ANNOUNCEMENT** that you would like to appear on GlobalPort. What would you click to send it? [Note: expectation that this will be difficult]
11. Where would you expect to find a list of all **FM GLOBAL LOCATIONS**?
12. ALMOST DONE! What would you click to just view **HUMAN RESOURCES, NORTH AMERICA NEWS**?

Post-test Questions [for moderated test, first question can be recorded with notes, but second should be answered in UserZoom.]

- Optional question: Do you have any feedback you'd like to provide?
- Would you be willing to participate in another future research study?