

# **FAST Usability Test Script**

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## **Interviewer checklist:**

- Consent release forms
- Copy of current Bio-Bib form used by interviewee's department.
- Usability Test Script
- Task Sheets

## **Purpose of Usability Test:**

The name of our project is the Faculty Advancement Support Technology, or FAST. With the support of the Office of the CIO for UC Berkeley, we are working to improve the current paper report entitled the Annual Supplement to the Bio-Bibliography (or Bio-Bib). Currently, you are required to submit an extensive paper report documenting your efforts and achievements for each academic year. Our goal is to build an electronic interface that could reduce the effort and cost of this process. We are testing out a version of the online Bio-Bib system that we have developed, in order to see where we need to make further improvements.

## **Consent form:**

We ask that you complete a consent form detailing your participation in this interview. Please read it over, ask me any questions you might have, and sign it before we begin. Also, we would like to videotape this session so that we can go back and check our notes, and possibly share some of the interview with others. If you agree to this, please sign the records release consent form.

## **Usability test format:**

During this informal usability test, I will ask you to complete a set of tasks using an online version of the Bio-Bib that is currently under development. I will simply observe you performing these tasks, and then follow up with some questions about how you felt using the online system. This session should last no longer than one hour, but please let me know now if you need the interview to end at an earlier time so that we can accommodate you.

## Background Information

a.	Formal title	
b.	Department	
c.	Years at Cal (equivalent to quantity of Bio-bibs?)	
d.	Complete Bio-Bib every year? Why or why not?	
g.	How many years as a professor?	

## Task Analysis

Task #1: Starting a New Bio-Bib	
<p>Imagine that you have just been asked by the chair of your department to complete your Bio-Bib for the 2005-2006 reporting period. You decide to complete the form online this year, using the new online Bio-Bib system you have heard about.</p> <p>You open the email from the department secretary that contains website address to the online system, and click on the link. This is the page that you first see.</p> <p>Please complete the task of starting a new Bio-Bib.</p>	<p><i>What is their reaction when first seeing the online Bio-Bib system?</i></p> <p><i>Do they make any errors in creating a new Bio-Bib?</i></p> <p><i>Do they seem confused by the structure of the system?</i></p>

Task #2: Entering a new publication	
<p>Please add one of your own publications into this Bio-Bib, and ensure that it is accurately recorded.</p>	<p><i>What do they use to store their bibliographic data (e.g. electronic CV, Bib-tech file)?</i></p> <p><i>Do they cut and paste from their bibliographic data file, or do they re-type the information?</i></p> <p><i>How long it take to enter the publication into the required format, and save?</i></p> <p><i>Do they preview/not preview before submitting changes?</i></p> <p><i>Are any of the entry fields confusing to them?</i></p> <p><i>Do they make any errors?</i></p>

**Task #3: Entering a 2nd publication**

Now, please add a second publication into this Bio-Bib, and ensure that it is accurately recorded.

*Is the system easy to learn?*

*Time how long it takes to enter second publication (was it faster than the first time around)?*

**Task #4: Deleting a previously saved publication**

After entering two publications, you realize that you have made a mistake. You remember that the first publication you entered was already entered into the last Bio-Bib that you submitted. Please delete the first publication that you entered.

*Is the confirmation page intuitive?*

*Are they able to see the "delete" link? How long does this take?*

**Task #5: Saving and editing a draft**

Please logout of the system, and log back into the system to continue working on the Bio-Bib for 2005-2006.

*Are they able to find the logout button? How long does it take?*

*Do they express concern about saving changes before logging out?*

*When they log back into the system, are they able to locate their current draft? How long does it take?*

**Task #6: Entering teaching record**

Now, please enter your teaching record for 2005-2006.

*Are they easily able to find the "teaching record" link and have the system fill their information? How long does it take?*

*What is their response to seeing their teaching record filled-in by the system?*