



USABILITY STUDY QUESTIONS :: LANDSAFE CMS

NAME: _____

DATE: ____ / ____ / ____

REVIEWER (multiple levels of reviewers)

Login

Get Next - Streamline Process

Review

1. Login

- Have you ever mistyped your password? What would you expect to happen if you did?
- Have you ever forgotten your ID/Password? What would you expect to do to be able to recover it?

2. Post-login

- After a successful login, what do you expect to see first? What would be helpful to you?
- Were you presented with useful information after you logged in, what do you do next – the first place you would click? {Order, Get Next, logout?}
- What is “Get Next”? Do you mind the placement of the button? Are there shortcuts to “Get Next”?
- What would you expect to happen when you click the “Get Next” button?
- What would you expect to happen when you click the “Orders” link?
- What would you expect to happen when you click the “Search Orders” link? “Results” link?

3. Search Orders

- What does the Red Asterisk mean? Is that clear?
- What does the default screen represent? Where are you (is the default screen)?
- Why are certain boxes checked and others not, by default?
- When you click “Search” what do you expect to happen, to see? Are you aware of any progress?

4. Search Results

- What does “Show Results” and “Hide Results” do?
- Why is the result panel blank sometimes?
- How do you run another search?
- What do the Red or Yellow highlighted rows indicate?



- What happens when you click an order? How do you click an order?
- Are you aware of any progress?

5. Order

- What does “Close Order” do?
- How are “Orders” arranged? How do you navigate through an order?
- Is the order menu clear, do the terms mean anything to you?
- Do you know where you are? How?
- How is content grouped or displayed? Can you control the display? Is that clear (Icon)?
- Why are some items grayed out? What does that mean to you and is it clear?
- Why are some fields read-only? Is it obvious they are read-only?
- What is “Feedback” and “Engagement”? Why the need to print them?
 - a. Any need for them in another format (PDF?)? In Associated Files?
 - b. Is there a link to a Review Form in the Engagement letter? Where? Why?

6. LARA

- What is LARA?
- What do you expect to happen when you click the “Add LARA” button? What happens?
- What does “Unusable Copy” mean? How do you apply it?
- What is WIP?
- What is the difference between the “Save WIP” button and “Save WIP Escalate” button?
- What happens when you click “Save Final”?

7. Associated Files

- How do you add a file? Are you aware of any progress?
- How do you know it was added?

8. Property

- What does “Populate” mean to you?
- What does the “Populate” button do? Can you demonstrate?
- Are there any other valuable tools or links on this page?
- What is “Google Map”? How often do you use them?



9. Streamline (“Stream Line”)

- What does “Streamline” mean to you?
- What is “Streamline”?
- Why is the Streamline link available if there is no action needed?

10. Log and Message

- What do you expect to see when you click the “+” icon next to a message?
- And “Edit”?
- What is the purpose of “Print Current View”?

11. General

- In general, when you click a “link” or “button” what do you expect to see happen?
- What about a “Save” or “Save and Close” button?
- Have you noticed any inconsistencies in button or hyperlink style?
- Can you sort table columns?
- Is it obvious you can sort all the columns in the system by clicking the header?
- What do the Red Asterisks throughout the system mean?
- How do you feel about scrolling horizontally (left to right) at times?
- What types of things open new windows vs. a pop-up? What is the difference?
- Would you know what an icon represented if you saw it alone (without its related information)?
- Is there an Icon key available?
- What is the difference between “CMS” and “XMS”?
- Is it always clear where you are in the system? Are the pages clearly identified?
- Will the system log you out after a certain amount of time of inactivity? How long?
- Is any unsaved information saved at that time?