

Julia Gavin
Luca Iaconi-Stewart
Morgan von Prella Pecelli

City of Boston, DoIT Drupal Workbench Usability Testing Protocol

| | |
|---|---|
| Testing Methods | 2 |
| Recruitment Methods | 2 |
| Target Participants / User Criteria | 2 |
| Engagement Script - Intro & Close-out | 2 |
| Scenario: Decide Which Content Type | 3 |
| Scenario: Create New and Preview It | 3 |
| Scenario: Edit Page and Send It To DoIT For Publication | 4 |
| Scenario: Cancel Submission | 4 |

Testing Methods

- Provide laptop with demo loaded to dashboard
- Ask users to complete a series of tasks to test the functionality & intuitiveness of the following elements:
 - Main navigation ribbons, moderation & edit secondary navigation elements
 - Dashboard / new home page
 - Content layout examples and descriptions

Recruitment Methods

- DoIT staff will recruit users via direct email

Target Participants / User Criteria

- City of Boston Employees, ideally from various departments
- Individuals who create, edit, and publish content to Boston.gov website using the Drupal workbench
- A mixture of individuals who both did and did not participate in original research interviews

Engagement Script - Intro & Close-out

Any research activities with users should begin & end with this script

Introduction Script

Welcome the subject and thank them for their time.

Explain the reason for the interview:

- We are User Experience Design Immersive students at General Assembly conducting research for the Department of Information Technology to test design recommendations we are making to improve your experience with the editorial workbench in Drupal.

Explain how the activity(s) will unfold, whichever one(s) we choose to do:

- The entire session should take **approximately 30 minutes / less than an hour**.
- We will give you a series of tasks and ask you to complete them. The purpose of this exercise is not to “test” you. We’re really just trying to understand whether or not the design changes we are suggesting make the tool more intuitive and easier to use. If you find something confusing or difficult, that is very important for us to hear so we can improve it.

Explain that their responses are confidential and will be used for:

- All of your responses will be kept anonymous and confidential. Any recordings will only be reviewed by me and my team members.
- Any transcripts, notes, and findings will be made anonymous.

- Our anonymized findings will be shared with the DoIT team as well as students and instructors at General Assembly. Findings may also be published in our personal portfolios.

Ask permission to record session.

If they did NOT participate in research interviews, ask them to complete the consent form and the following 5 questions:

1. What department in the City do you work for, and what is your role in that department?
2. How often do you create or edit a page on the Boston.gov website?
3. How comfortable would you say you are with computers and digital technology in general?
4. What is the most common driver for you going on to the workbench to create or edit a page?
5. What kinds of content do you publish to the site?

Great, thanks! Ok let's dive into

Scenario: Decide Which Content Type

Pretend you are creating a new page on the Boston.gov website – you need to decide whether to use the Article layout or the Post layout. How would you do this?

User will encounter the following for the first time – ask them to share thoughts, feelings & feedback as they go:

- Dashboard
- Main Nav
- Content Examples

Scenario: Create New and Preview It

Continue creating that new page, pretend to add content to it, and try to preview that content. How would you do this?

User will encounter the following for the first time – ask them to share thoughts, feelings & feedback as they go:

- Moderation Panel options
- Save & Preview single button
- Preview ribbon and navigation

Scenario: Edit Page and Send It To DoIT For Publication

Now you want to make an edit to the page before you decide to send it to DoIT for final review and publication. How would you do this?

User will encounter the following for the first time – ask them to share thoughts, feelings & feedback as they go:

- Edit Option Pop-ups
- Submission Process, including Revision Log
- Pending Review ribbon and navigation

Scenario: Cancel Submission

Someone has just shared new information with you relevant to the page you have just submitted, you want to make an edit to the page before it is published by DoIT. How would you do this?

User will encounter the following for the first time – ask them to share thoughts, feelings & feedback as they go:

- Cancel Submission Option Pop-ups

Close Out Script

Thank them and share possible next steps.

- Thank you so much for your time! Your feedback is invaluable.
- If we have any follow-up questions, would it be ok if I reached out to again?

Researcher Post-Activity Summaries

Top 3 Insights

- 1.
- 2.
- 3.

Pull Quotes