

USABILITY QUESTIONNAIRE

Academic Institution

University of Bradford, United Kingdom, West Yorkshire, BD7 1DP

School

School of Informatics

Department

Electronic Imaging and Media Communications

Course of study

Master of Science in Creative Media and Technologies with Software Systems

Teaching Period [Academic Year]

Semester 2 [2008]

Module Title

Multimedia Systems

Module Code

EM-4034D

Module co-ordinator

Dr. Dave Hobbs

Module Assignment

Collection and Evaluation of User Feedback

Project Type

CD-ROM Portfolio Creation for School of Informatics

Project Managers

Patrick Ording

Lukasz Kisala

E-mail addresses

p.ording@bradford.ac.uk

l.kisala@bradford.ac.uk

UOB Numbers

Ording - 06010918

Kisala - 07022759

Submission Date

14th of April 2008

1. USABILITY TESTING INFORMATION

1.1 General Information

Software/Application: Promotional CD-ROM for University of Bradford.

Testing strategy: Each test is with one moderator, one note taker and one respondent.

Testing date:

Testing time start:

Testing time end:

Testing location:

Testing platform (e.g. specify screen resolution or operating system etc.):

1.2 Personal data

Moderators name:

Note-taker's name:

Respondent's first/family name (optional):

Respondent's gender (mandatory):

Respondent's age (mandatory):

Respondent's employment status (optional):

Respondent's family status (optional):

2. INTRODUCTORY INFORMATION FOR RESPONDENTS

The idea of this meeting is to see if we can **improve a CD-ROM application** that is currently under development. You are going to help us test the application.

It is important to understand that the above mentioned moderator and note-taker will be **evaluating the application and not you or your performance** in this exercise. So you can **relax!** You may **pause or end the interview at any time if you are feeling uncomfortable.**

It's also important to know that there are **no right or wrong answers**, so **don't worry about messing up.** **We need you to be honest!** If you are struggling with something or don't like the way it works, say so. Always keep in mind that **you don't have to please the moderator** and that you aren't going to offend anybody if you **reply straightforwardly.**

The most important thing to remember is that we need you to explain what you are thinking, as your thoughts are very important for the moderator and note taker.

Try to think out loud and talk about the various options you are considering. Before you click on any button explain what other options you considered and why you picked the one you did.

If possible avoid "yes" or "no" statements. Instead **try to answer all questions writing complete sentences.** **Finally, if you have any questions during the testing procedure please feel free to ask!**

The moderator might not be able to answer them straight away because this could prejudice the testing. However all your questions will be answered at the end of this meeting.

3. PRETEST QUESTIONS

- How would you describe your level of experience with computers?
- How confident do you feel using a PC?
- Do you use a computer for work? What about at home?
- How many years of experience do you have using computers?
- How many hours do you approximately spend on a computer per day?
- Are you frequently dealing with optical discs (e.g. CD-ROMs/ DVDs)?
If yes, what type of optical discs are you using and on which kind of platform?
In which context are you dealing with them?
- Have you ever been using/ watching a promotional CD/ DVD before?
- Have you ever been using an optical disc which promoted a service or a product?
- Have you ever been browsing any of the University of Bradford websites?
If yes, what have you been looking for and could you easily find this information?

4. WORKING WITH THE APPLICATION

4.1 First Impression

- What is your first impression of the CD?
- What do you think is the goal of this CD?
- Why do you think so?
- What are your options?

4.2 Tasks

- Please find information on how to apply for a course of study.
- Please try to find the section that contains information on how to get in touch with the University.
- Try to find the main campus map.
- There's one section on the CD-ROM where you can view the panorama of a lecture room. Try to find it.

4.2 Final Impression/ Ideas

- What do you think about this CD?
- What elements of the CD did you like?
- What elements of the CD did you dislike?

5. FOLLOW-UP QUESTIONNAIRE

- How would you rate the experience of using this CD?
 - It was really difficult (1/5)
 - I had some difficulty (2/5)
 - Neutral (3/5)
 - It was enjoyable (4/5)
 - It was very enjoyable (5/5)
- What tasks were difficult to accomplish? Why?
- What tasks were easy to accomplish? Why?
- What features/tools would make it easier to accomplish tasks on the CD?
- Can you imagine using this CD in the future?
- What would you like to change?
- Do you prefer using the web version or the CD-ROM version of the University of Bradford representation? Why?
- Do you have any additional thoughts you would like to share?