

xCard Usability study

Study conducted by

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xCard USABILITY TEST

We are currently making some changes to xCard and we would like your feedback on how you use xCard and the challenges you face with it. During the session we would like you to perform some short tasks and provide feedback on your experience of doing them

This session is what we consider a usability test. The usability test would help the design team define what the current challenges in the application are and allow us to make it as intuitive as possible. So we recruit current and future users to try out the designs and tell us what they think -- what's easy to use, what's difficult, etc.

The session will take about an hour.

During the whole conversation as you walk through the product please try to think out loud. Share anything that's in your head. Tell me what you are looking at on the screen, what your thoughts are, what you like and what don't you like, et cetera. We want to learn about your honest reactions.

Do you have any questions so far?

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We would like to ask you some preliminary questions which would help me establish your background for this test.

1. Can you tell me a little bit about your background
2. Have you used the xCard before?
3. If so, in what capacity do you use it?
4. How frequently do you use it?
5. Are there any similar tools you use?

Thank you, the context you provided was very helpful.

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We have 8 short tasks that I'd like you to go through today. I'm going to read to you the first task. If you have any questions about it – please ask them right away.

Experiment summary page

Task 0: Starting with the Experiment page

Please go to: <https://exp-xcard-preprod.azurewebsites.net/xcard/?stepId=7bdfa069-59f3-4a2d-af83-28a205042762>

Objective	Allow participant to explore the xcard page
TASK	You are currently in xCard, please take a few minutes to look around and talk about what catches your attention and what stands out
Notes	

Navigation section

Task 1: How would you navigate to the summary view?

Objective	Allow the participant to find out details about the experiment such as the experiment description
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TASK	In the current page how would you find out details such as the experiment description and the flights mapped to the experiment
Notes	

Objective	Understanding the linking
TASK	At the top of the page, you have links which say Manage Experiment and Analysis scorecards. What do you think those links mean?
Notes	

Task 0: Familiarizing yourself

Objective	Allow participant to explore the xCard summarizer
TASK	We have just landed on the xCard summarizer. Please spend some time looking around. As mentioned before, please don't be worried about breaking anything
Notes	

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Task 1: Initial impressions

Objective	Get initial impressions about the xCard summarizer
TASK	What are your first thoughts? Please walk us through what you see and your interpretation of the page.
Notes	
Outcome	

Task 2: Navigating to a particular metric

Objective	Allow participant to find how a metric has performed
TASK	You are interested in finding how a specific metric: Actions/UU has performed. How would you do it
Anticipated Path	
Notes	
Outcome	

Task 3: Understanding if the user understands the color codes and the content in the metric details section

Objective	Get more information about how the results are interpreted
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TASK	Now that you have found the metric you are interested in, what is the interpretation of the result? Does it make sense to you?
Anticipated Path	
Notes	
Outcome	

Task 4: learn what additional information is needed to make this useful

Objective	Get to know what additional information is needed
TASK	What additional information or data would help you understand more about the metric performance?
Notes	
Outcome	

Task 5: Navigating from this page back to xCard

Objective	Navigating from this page back to xCard
TASK	Assuming you wanted to navigate back to xCard, how would you do it
Notes	
Outcome	