

MODIFIED COMMON INDUSTRY FORMAT FOR USABILITY TEST REPORT V1.1

SUPPORTNET

USABILITY TESTING RESULTS AND

RECOMMENDATIONS

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TABLE OF CONTENTS

Executive Summary..... 5

Introduction 7

Full Product Description 7

Test Objectives 8

Method 9

Participants 9
Participant Characteristics 9

Context of Product Use in the Test..... 10
Tasks..... 10

Test Facility 12

Participant’s computing environment 12

Test Administration tools 12
Materials..... 13

Experimental Design 13
Procedure..... 13

Usability Metrics 13

Results 14

Presentation of the Results 14
Performance Results..... 14
Key Terms 14
Task Completion Results Table 14
Satisfaction Results..... 15
Scoring 15
Satisfaction Results Table 15
Satisfaction Individual Results Graph..... 16

Issues – Observations and Recommendations 20

Appendix A Usability Screens 24

Appendix B Moderator Guide 26
Purpose..... 27
Conducting the Study..... 27
Gathering Participant Data..... 27
Participant Interview..... 28
Tasks/Scenarios..... 29
Scenario Legacy – Verification & Password Reset..... 29
Scenario A – Verification & Password Reset 29
Scenario B – Edit Information/Preferences 30

Appendix C SUS Sample..... 32

Appendix D Admin Tool System Usability Scores 33

Appendix E Screenshots of Testing 35

Appendix F Figure Index..... 36

Appendix G Table Index..... 37

EXECUTIVE SUMMARY

The SupportNet application is a replacement for the current Kp.org Administration Tool used by internal Kaiser Permanente employees.

[This section contains a large block of illegible, garbled text that appears to be a corrupted image or a placeholder for content.]

This evaluation was intended to verify and, if necessary, guide the proposed redesign of the new SupportNet software. The development was focused on several key tasks that CSRs perform up to 80% of the time. These were:

- Verifying a members' identity
- Unlocking a member account
- Resetting a password for a member

Representative users were asked to simulate typical scenarios using a prototype web site. Measures were taken of satisfaction, time on task and task success.

Results

Task completion was measured for each of six tasks, determined by the ability of the participant to complete the task easily (2), with assistance or difficulty (1), or not at all (0).

The first two of the tasks were done on the current system and were done to get an estimation of the users' abilities and familiarity with the current tool. The next two tasks were the same tasks (verification and password reset) but done on the simulated SupportNet application. The last two tasks were editing address and changing preferences on the SupportNet application and were intended to elicit feedback about the application in general. All participants were able to complete the tasks on SupportNet. Two people had some difficulty, but this was due to the new procedure of a pop-up needed to confirm demographics and secret questions (see Fig 5).

Please refer to Table 5 and Figure 1 for task completion rates.

The satisfaction survey results have a theoretical range of 0 to 100. The average System Usability Scale (SUS) was 84.5, ranging from 70 to 92.5 for the 5 participants (see Table 6). This is a significant improvement from the 82.97 average SUS for the Admin tool, especially when the number of 70 and below scores are counted (9).

Recommendations

- Move the Password Rest Icon to the left, placing it adjacent to the validate and lock icons to improve findability (see Fig 6)
- Include the Member UserID in the banner
- Users should be able to deselect and select verification and secret question check marks and incorrect answers (see Fig 7).

SupportNet Usability Testing Results and Recommendations

- The options in the preferences screen should only be particular for each region, so only what is available for that member is there. If all the options are there, it is confusing to the user. Another solution would be to have options that are not available be grayed out on the screen. Less desirable would be descriptions or text listing the regions that each option is available.
- When providing the password, the option to give over the phone should automatically be selected (when ID has been verified) and the option to send by email would be a radio button if the member asks for it an additional drop down would occur.
- The submit button in the verification pop up window could be placed below the secret question section as well as the demographics section to reduce scrolling. Another solution would be to make the text or the spacing smaller to reduce scrolling.
- The demographic questions should be above the secret questions in the verification pop up screen due to the work flow followed by all participants (they ask those questions first).
- Have the application remember the preferences of the user each time it is opened, particularly whether sections are collapsed or open in the tabs.

INTRODUCTION

Full Product Description

Kp.org SupportNet will enable our customer facing teams to

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

[Illegible text]

Test Objectives

The goal of this study is to evaluate the changes being made to the new KP.org administrative tool for customer service representatives, tier 1 and tier 2 staff. The primary questions this study will address are:

- Has the new design improved task time?
- How easy is the new interface to use?
- Are the workflows intuitive and do they make sense?
- Have SUS scores improved with the new interface?
- Are the password requirement guidelines helpful? How can they be improved?
- Are the icons comprehensible?
- Is the name, "SupportNet" appropriate for the new application?

METHOD

Participants

Intended context of use:

The key characteristics and capabilities expected of the users are:

- CSR's who have either already been trained with the current system or new staff who will be trained on the new system and procedures.
- Administrative Managers
- Other staff who currently use the Admin Tool

Other characteristics that may influence the usability results:

- Level of familiarity with the internet
- Number of hours spent per week using web sites (familiarity with web browsing)
- Expectations and experiences from working with other customer service applications
- Educational level

Of five participants, all had used the current tool for over 2 years and been customer service representatives for over 2 years.

Participant Characteristics

| | Date | Time | Gender | Computer Use (hours per day) | CSR Kaiser Exp | Admin Tool Exp |
|---|------------|----------|--------|------------------------------|----------------|----------------|
| 1 | 11/13/2009 | 10:15 AM | F | 8 | 11 | 3 |
| 2 | 11/13/2009 | 11:15AM | M | 12 | 3 | 3 |
| 3 | 11/13/2009 | 12:15 PM | F | 10 | 20 | 3 |
| 4 | 11/13/2009 | 1:15 PM | F | 10-12 | 3.5 | 3.5 |
| 5 | 11/13/2009 | 2:15 PM | M | 10-12 | 3 | 2 |


Table 1

Context of Product Use in the Test

Tasks

The 6 tasks and instructions are listed here. There were 4 that were timed and 4 that were scored by the participants for their ease of completion with the tool as well as scored by the observers on error rates on completion of the tasks.

Task Definitions

| Name | Description | Participant Instructions |
|---|---|---|
| 1. Legacy-ID Verification | Demographics or Secret Questions | <p>For these examples you will use the current KP.org AdminTool. Let's suppose you are answering calls and your next caller has had too many failed logins to her KP.org account, so it is locked and she is calling Customer Service to gain access to her account.</p> <p>MRN = 66013671 Last_Name = SQTMRNDDGBEKKHLN First_Name = SQTMRNGBEKKKFN DOB = 10/10/1958 Region = NCAL</p> <p>Meredith wants to get access to the site today. Please walk me through how you would verify her identity.</p> <p>1. Verification of Identity TIMED</p> |
| 2. Legacy-Password Reset | may need to do secret questions- check text clarity | <p>Now please show me how you would reset her password.</p> <p>2. Password reset TIMED</p> |
| 3. (Scenario A) SupportNet-Verification | Use the new SupportNet to verify the identity of a member | <p>For these examples you will not be using , but only the simulated KP.org AdminTool. This is a prototype and not everything is clickable or in its final state. Let's suppose you are answering calls and your next caller is a member named: Meredith Funstrom-Smith. She has had too many failed logins to her KP.org account, so it is locked and she is calling Customer Service to gain access to her account. Her MRN is: 092347898</p> <p>Please look up her account.</p> <p>Now that you have her account up, I want to call your attention to the information bar at the top which contains active Icon buttons and member data.</p> <p>Is there information displayed that you might need to help with the call?</p> |

| | | |
|-------------------------------------|---|---|
| | | <p>Where do you think you might find that information? (Icons). (Navigation). (Tabs).</p> <p>Do the icons make sense to you? How would you improve them?</p> <p>To give you some context, this prototype requires you to go to a screen for verification and confirm that the member has correctly or incorrectly answered questions.</p> <p>What actions might you want to take in a typical call and where do you think they might be?</p> <p>If this is a more complex problem with Meredith's account what might you want to find out about, where would you look for information? Please go there.</p> <p>Now I'm going to have you perform a couple tasks.</p> <p>Show me how you would verify the member's identity using demographic information.</p> <p>3. Verification of Identity using demographic information TIMED</p> |
| <p>4. SupportNet-Password Reset</p> | <p>Reset the password of the member in the SupportNet tool simulation</p> | <p>Now I'd like you to reset her password so she can access the site today.</p> <p>4. Password reset TIMED</p> |
| <p>5. (Scenario B) Edit address</p> | <p>change street to new location and update</p> | <p>We are on a new call... It is Meredith Funstrom-Smith.</p> <p>She had troubles with changing her information on KP.org so she is calling KP.org Customer Support. Can you try and look up her account using her last name, "Smith".</p> <p>Now you have her account up, can you tell me something about the state of it? The far left icon in the banner what do you think that means? If I told you it described the state of her verification does that make sense?</p> <p>5. Edit – Now, I want you to change her address She has moved so her address has changed to</p> |

Materials

On-screen testing was effected by both a full service legacy administrative tool with test data and an iRise created clickable, full-page design graphics implemented as HTML imagemaps with expected and related links actively linked to the appropriate “pages”. Some of what appeared to be links on each page were not active.

Experimental Design

Procedure

Upon arrival participants were asked to complete a consent form for the videotaping, and were asked for their basic demographic information (see Appendix C for the Moderator’s Guide). They were then told that the system was being tested – that it was not a test of their abilities – and instructed about the actual testing and the formats to be used. Participants were requested to think out loud. Participants were also informed that the moderator did not design the pages, and did not have a vested interest in the testing results. The instructions also included a description of the web site as incomplete.

Tasks were then presented orally, one at a time.

Following the completion of all of the tasks, participants were asked to complete a subjective survey of satisfaction (SUS).

Usability Metrics

Completion rate was measured for each of the tasks, determined by the ability of the participant to complete the task easily (2), with assistance or difficulty (1), or not at all (0).

Satisfaction was measured by use of the System Usability Scale (SUS) developed at Digital Equipment Corp. Each of ten statements are rated on a 5-point Likert scale ranging from “Strongly Agree” with the statement to “Strongly Disagree” with the statement (see [Appendix C, Table 9](#)).

RESULTS

Presentation of the Results

Performance Results

| Key Terms | |
|---------------|---|
| Sum | Total of all scores for the task |
| Count | The number of participants in the task |
| Average (avg) | The sum of all scores divided by the number of participants |

Table 4

Task Completion Results Table

Note: Tasks were scored as "2" for success, "1" for eventually successful, but struggled or needed assistance, and "0" for attempted but unable to complete.

| Participant | | SN Verification | SN PW Reset | SN Edit | SN Preferences |
|-------------|------------|-----------------|-------------|---------|----------------|
| 1 | 11/13/2009 | 1 | 1 | 2 | 2 |
| 2 | 11/13/2009 | 2 | 2 | 2 | 2 |
| 3 | 11/13/2009 | 2 | 1 | 2 | 2 |
| 4 | 11/13/2009 | 2 | 2 | 2 | 2 |
| 5 | 11/13/2009 | 2 | 2 | N/A | N/A |
| | Sum | 9 | 8 | 8 | 8 |
| | Count | 5 | 5 | 5 | 5 |
| | Avg | 1.8 | 1.6 | 2 | 2 |

Table 5

Task scores by task

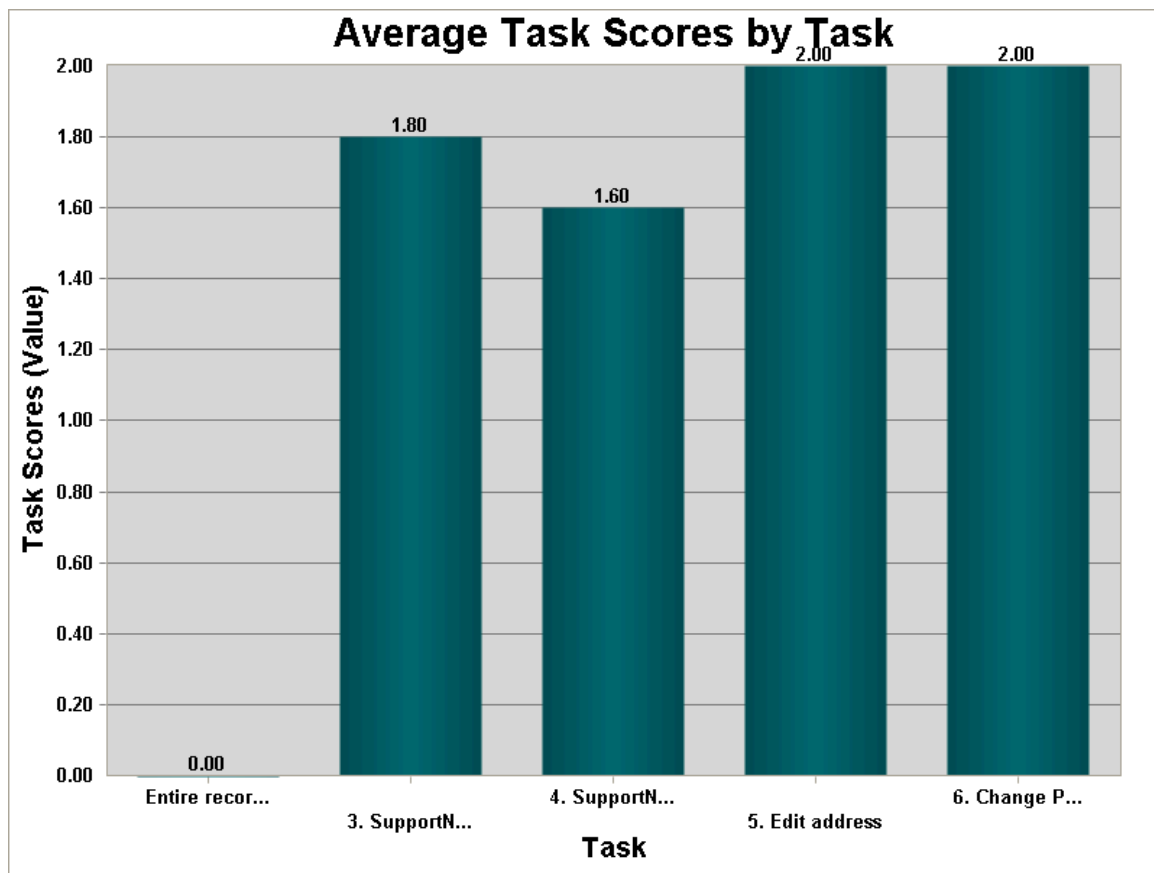


Figure 1

Satisfaction Results

A version of the SUS used is included in the appendix.

Scoring

SUS yields a single number representing a composite measure of the overall usability of the system being studied. Note that scores for individual items are not meaningful on their own.

To calculate the SUS score, first sum the score contributions from each item. Each item's score contribution will range from 0 to 4. For items 1,3,5,7,and 9 the score contribution is the scale position minus 1. For items 2,4,6,8 and 10, the contribution is 5 minus the scale position. Multiply the sum of the scores by 2.5 to obtain the overall value of SU.

SUS scores have a range of 0 to 100.

Satisfaction Results Table

| Statement # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Score |
|--------------|---|---|---|---|---|---|---|---|---|----|-------|
| 1 11/13/2009 | 5 | 1 | 5 | 1 | 4 | 1 | 5 | 1 | 5 | 1 | 97.5 |
| 2 11/13/2009 | 4 | 2 | 4 | 2 | 4 | 3 | 4 | 2 | 4 | 2 | 72.5 |
| 3 11/13/2009 | 5 | 4 | 4 | 1 | 4 | 1 | 4 | 1 | 5 | 1 | 85.0 |
| 4 11/13/2009 | 5 | 1 | 5 | 1 | 5 | 1 | 5 | 1 | 4 | 1 | 97.5 |
| 5 11/13/2009 | 4 | 2 | 3 | 1 | 4 | 2 | 3 | 3 | 4 | 2 | 70.0 |
| Average | | | | | | | | | | | 84.5 |

Table 6

Satisfaction Individual Results Graph

SupportNet SUS Average

| | SUS Score |
|----------------------|------------------|
| SUS Score | |
| admintool1 | 97.50 |
| admintool2 | 72.50 |
| admintool3 | 85.00 |
| admintool4 | 97.50 |
| admintool5 | 70.00 |
| Minimum | 70.00 |
| Maximum | 97.50 |
| Mean | 84.50 |
| Standard Dev. | 13.16 |

Table 7

SUS Average

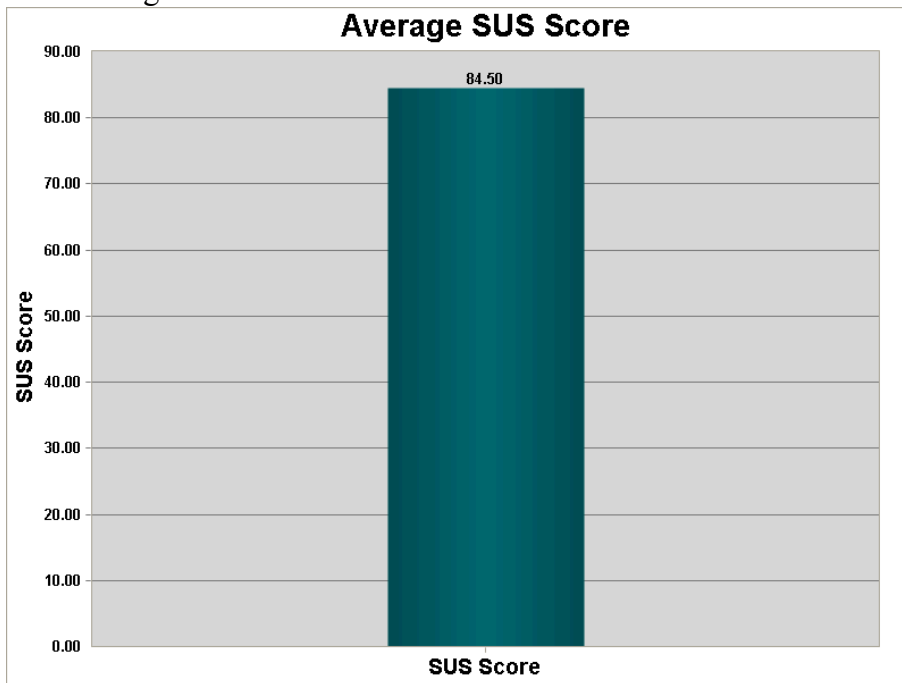


Figure 2

Time on task

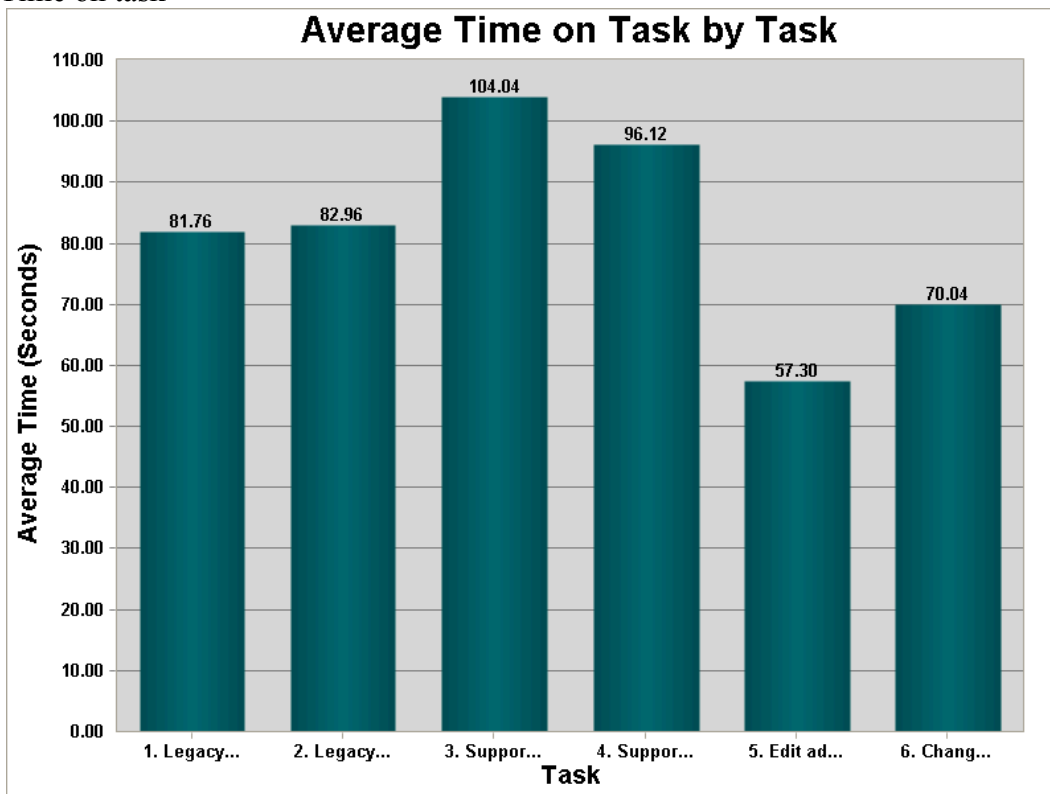


Figure 3

Time on task

| | 1. Legacy-ID Verification | 2. Legacy-Password Reset | 3. SupportNet-Verification | 4. SupportNet-Password Reset | 5. Edit address | 6. Change Preferences |
|-------------------------------|----------------------------------|---------------------------------|-----------------------------------|-------------------------------------|------------------------|------------------------------|
| Time on Task (Seconds) | | | | | | |
| admintool1 | 165.78 | 47.20 | 64.60 | 223.80 | 92.59 | 98.81 |
| admintool2 | 51.80 | 85.22 | 181.60 | 65.01 | 84.80 | 65.78 |
| admintool3 | 51.00 | 98.61 | 142.80 | 99.20 | 25.99 | 94.80 |
| admintool4 | 69.20 | 45.39 | 33.78 | 49.20 | 25.81 | 20.79 |
| admintool5 | 71.00 | 138.41 | 97.40 | 43.37 | N/A | N/A |
| Minimum | 51.00 | 45.39 | 33.78 | 43.37 | 25.81 | 20.79 |
| Maximum | 165.78 | 138.41 | 181.60 | 223.80 | 92.59 | 98.81 |
| Mean | 81.76 | 82.96 | 104.04 | 96.12 | 57.30 | 70.04 |
| Standard Dev. | 47.90 | 38.78 | 59.27 | 74.61 | 36.39 | 35.98 |

Table 8

Time on tasks by participant

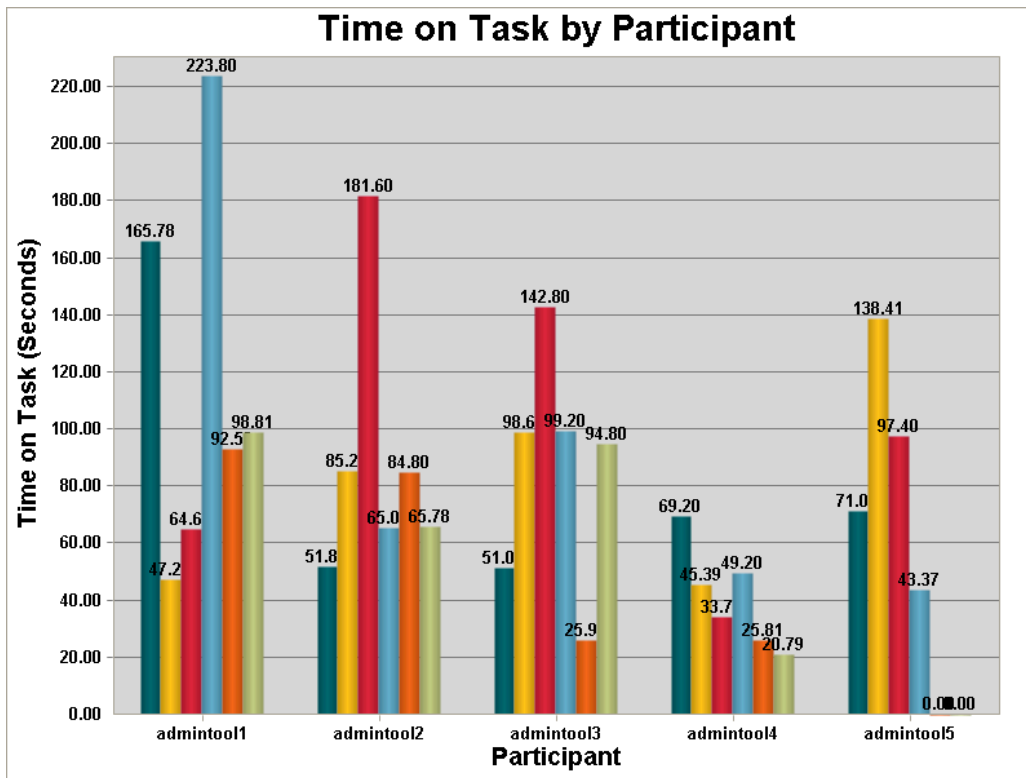


Figure 4

Issues – Observations and Recommendations

| Error Severity Categories | |
|---------------------------|--|
| Critical | <p>The most critical level, where users are unable to complete their tasks.</p> <p>A common error of this type is where users cannot determine how to perform the steps necessary to complete the task.</p> <p>Products should never have critical usability problems.</p> |
| Moderate | <p>Significant problems for the user.</p> <p>A common error of this type is incorrectly using a control in an interface or the user consistently using a control incorrectly.</p> <p>These errors typically account for a high incidence of support requests.</p> |
| Minor | <p>These errors irritate the users and leave them frustrated and dissatisfied.</p> <p>It is recommended to fix these errors for a better User Experience.</p> |
| Good | <p>These things work well.</p> |

| |
|--|
| Level: Critical |
| Icons |
| The password reset icon was not found easily by participants. |
| Observation |
| <p>All five of the participants needed to be redirected to find the password reset icon and several commented that it would be easier to find if it were with the other icons. Participants spent an average of 96 seconds (with a maximum of 223 seconds) on the password reset task when they had often already unlocked the account and done the necessary identification (see Fig 9) The difficulty was in not locating the password reset icon which was separated from the rest of the controls.</p> |
| Recommendation |
| The icon should be moved to the left of the upper row as the users were looking for the clickable items there and often missed it when it was on the right. |



| |
|---|
| Level: Critical |
| Demographics and Secret Questions Reversal |
| The demographic questions should be above the secret questions in the verification pop up screen due to the work flow followed by all participants. |
| Observation |
| All five of the participants asked the demographic questions first and had to scroll down to those questions. |
| Recommendation |
| Reverse the order in the verification screen. |



| |
|---|
| Level: Moderate |
| Select and Deselect Answers |
| When verifying identity, there was not a way to undo a check mark or error when selecting the answers. |
| Observation |
| Participants several times clicked items they did not mean to and wanted to uncheck or clear their selections when verifying identity or asking secret questions. |
| Recommendation |
| Any system should provide a way to reverse errors and it is highly recommended to avoid further time to fix errors by a manger or supervisor. The selections should be programmed to allow for deselecting up until the user clicks submit on the form. |

| |
|--|
| Level: Moderate |
| Phone Password Default |
| After secret questions have been answered, the password should be shown on the screen by default. |
| Observation |
| Participants wanted to have the password immediately available to them once the secret questions were answered and felt the additional screen of selecting either U.S. Mail or phone was unnecessary. |
| Recommendation |
| After the secret questions have been answered, the application will show the password and allow the user to provide it over the phone. If the member wants to receive it by mail, there will be a radio button or link below the password information and selecting it will open the address on file and any further steps needed. |

| |
|---|
| Level: Moderate |
| Scrolling to Submit Button |
| The submit button on the verification screen was below the fold and not visible |
| Observation |
| Participants had to scroll in order to submit the answers to the secret questions or identity verification questions. This increased the amount of time for the tasks, reduced clarity of the objective, as well as decreasing the findability of the button. |
| Recommendation |
| Either reduce the size of the text, place multiple submit buttons below each section or reduce the spacing. |



| |
|--|
| Level: Minor |
| Member Information in the Banner |
| Additional information about the member could be included in the banner. |
| Observation |
| Participants felt it would be useful to see more information they use about the members in the banner so they would easily have access to it regardless of which screen they were on. |
| Recommendation |
| The room available is limited and the choices of which information is most important may need to be further researched by a survey or task analysis. Some suggestions from the participants already interviewed were: Date of Birth, Member UserID or age. |

| |
|---|
| Level: Minor |
| Regional Options |
| The options in the preferences screen could be available only for members who have access to them. |
| Observation |
| Participants were not familiar with the new options and were confused by all the items in the lists. It was not clear to them what and whether they were able to provide those services. |
| Recommendation |
| The options in the preferences screen should only be particular for each region, so only what is available for that member is there. If all the options are there, it is confusing to the user. Another solution would be to have options that are not available be grayed out on the screen. Less desirable would be descriptions or text listing the regions that each option is available. |

| |
|---|
| Level: Minor |
| User Settings Preferences |
| The application should remember user preferences. |
| Observation |

Participants had certain screens they preferred to use in order to access information and perform the tasks. It was not the same for each person.

Recommendation

The ability to set preferences, or at least have the application remember which sections were open upon last use would improve performance and satisfaction.

APPENDIX A USABILITY SCREENS

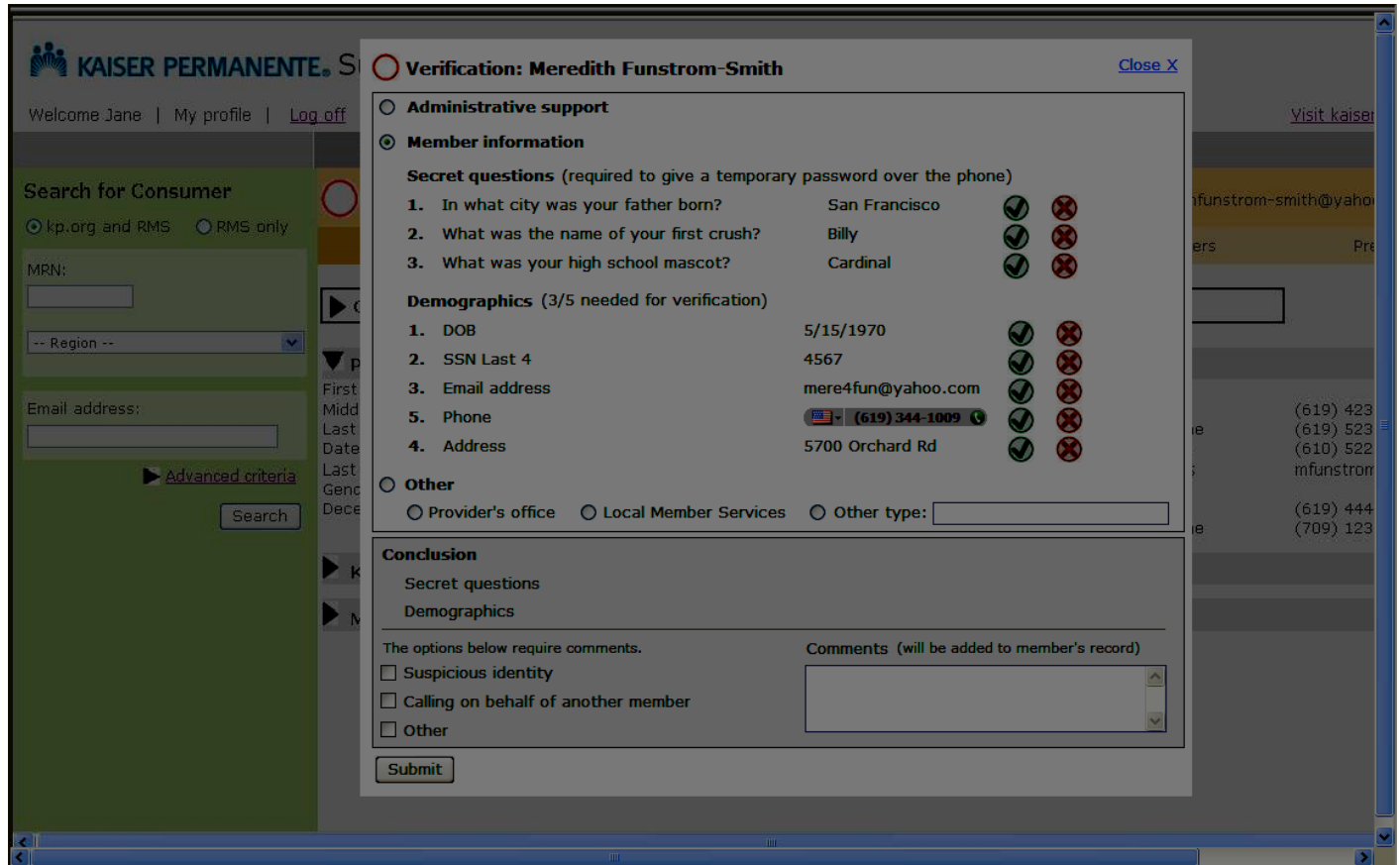


Figure 5

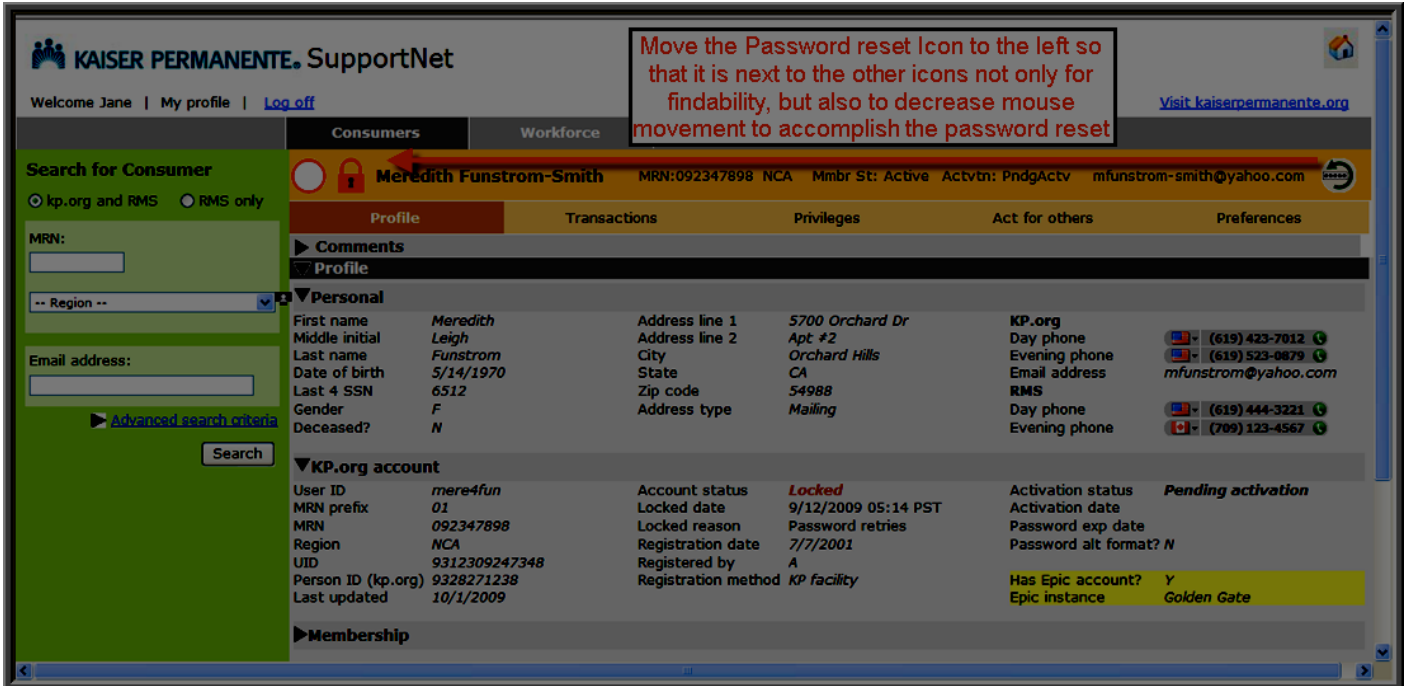


Figure 6

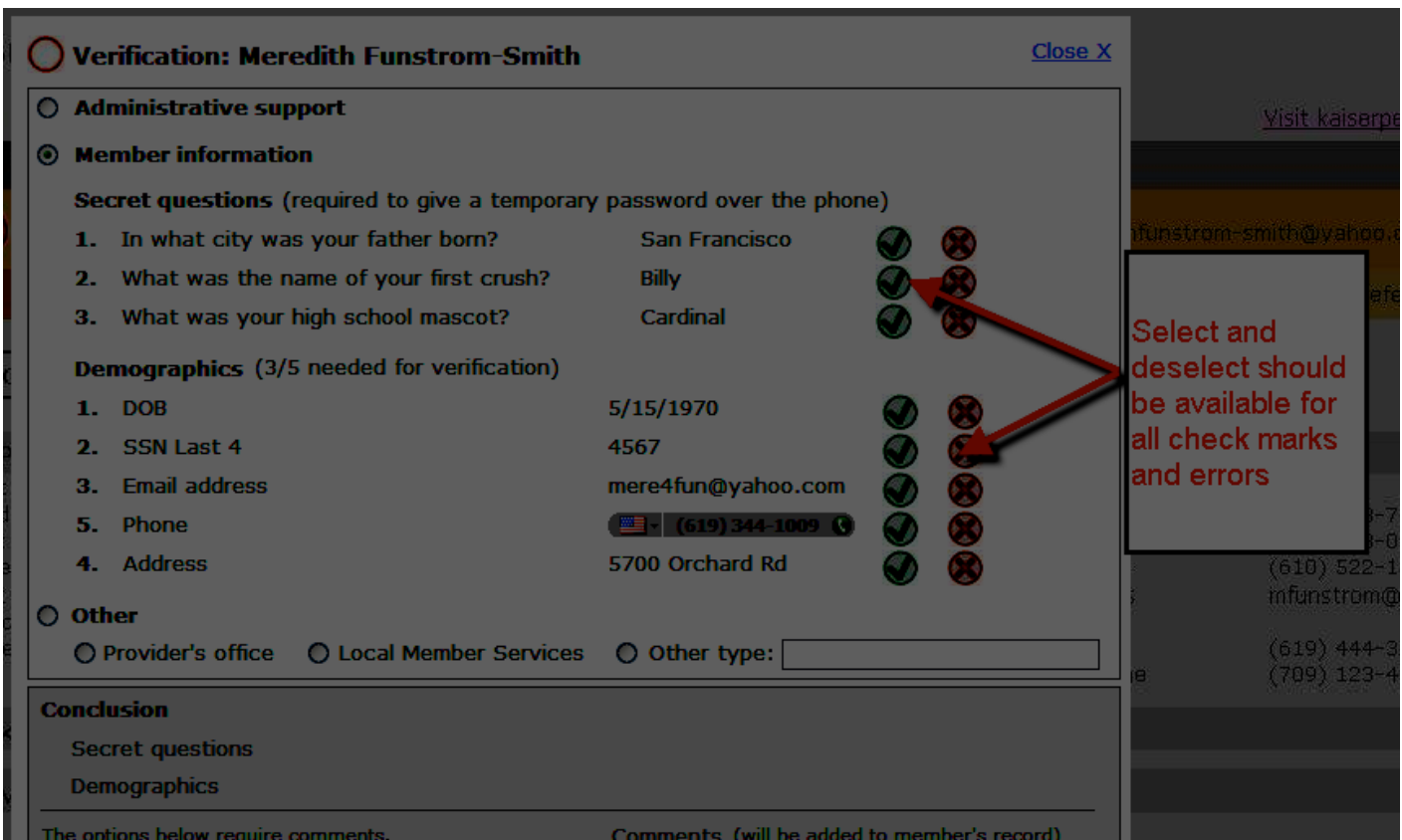


Figure 7

APPENDIX B MODERATOR GUIDE



Admin Tool (SupportNet) Usability Testing Moderator's Guide

VERSION: 1.1

Date Prepared: 11/10/2009
Prepared by: Fritz Boyle

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Kaiser Permanente Internet Services Group

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www.kp.org

Study Overview

(DO NOT READ THIS SECTION OUT-LOUD TO THE PARTICIPANT)

Purpose

The goal of this study is to evaluate the changes being made to the new KP.org administrative tool for customer service representatives, tier 1 and tier 2 staff. The primary questions this study will address are:

- *Has the new design improved task time?*
- *How easy is the new interface to use?*
- *Are the workflows intuitive and do they make sense?*
- *Have SUS scores improved with the new interface?*
- *Are the password requirement guidelines helpful? How can they be improved?*
- *Are the icons comprehensible?*
- *Is the name, "SupportNet" appropriate for the new application?*

Conducting the Study

45 min session/participant

5 participants

Corona, CA

11/13/09

The study will be conducted by observing how participants perform core task scenarios on both the legacy system and the new simulation. Additionally, participants will be interviewed to garner subjective feedback related to the points listed above. Participants for this study will consist of 5 Tier 1 CSRs at their place of work using a monitor similar to the ones they use normally. Timing of tasks as well as comments, assessments and surveys will be done using Morae software.

Gathering Participant Data

Take note of the following instructions before beginning the actual testing procedures. Repeat the steps below for each of the participants.

- Date:
- Time;
- Participant #:

Welcome and Introduction

READ OUT LOUD TO THE PARTICIPANT, BUT REMEMBER TO MAKE EYE CONTACT AND MAKE THEM FEEL AT EASE DURING THE TESTING SESSION. DON'T FORGET TO HAVE EACH PARTICIPANT SIGN THE CONSENT FORM.

[Turn on camera and begin recording]

I'll be guiding you through today's session...before we begin, would you mind signing the following consent form? The test is voluntary but you must sign form to take the test.

[Collect signed consent form]

During the rest of the session, I'll be working from a script to ensure that my instructions to everyone who participates in the study are the same.

SupportNet Usability Testing Results and Recommendations

A couple of things to keep in mind as we go through this...I'm interested in your honest opinions and impressions about the product:

- Keep in mind, we are not evaluating you in any way, so don't worry about making mistakes. There's no right or wrong answers.
- My job is to help the group in charge evaluate some of their thinking. So if you say something negative about anything you see today, it won't hurt my feelings. My job is to let the group know how to make the product easy for YOU to use.
- Throughout the session, I encourage you to say what comes to your mind, whether it's good or bad.

Do you have any questions before we begin?

To start, I'd like to ask you a few questions about yourself.

Participant Interview

| | |
|--|--|
| Gender: | <input type="checkbox"/> Female <input type="checkbox"/> Male (do not ask, just notate) |
| Age Range: | <input type="checkbox"/> 18-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60+ |
| Years in customer support | |
| Years at KP | |
| Years on KP.org Admin Tool | |
| Hours on computer daily: | <input type="checkbox"/> 6-9 <input type="checkbox"/> 10-12 <input type="checkbox"/> 12+ |
| Hours on Internet daily? (no email or chat) | <input type="checkbox"/> 0 <input type="checkbox"/> 1-2 <input type="checkbox"/> 3-5 <input type="checkbox"/> 6-9 <input type="checkbox"/> 10+ |

Tasks/Scenarios

Reminder:

You may be viewing company and health plan member's information while using this web application. Rest assured, the company and member info you might see are not real. Although it is created to look like real data, don't be concerned that you're viewing or changing an actual company's or member's information.

Scenario Legacy – Verification & Password Reset

For these examples you will use the current KP.org AdminTool.

Let's suppose you are answering calls and your next caller has had too many failed logins to her KP.org account, so it is locked and she is calling Customer Service to gain access to her account.

MRN = 66013671

Last_Name = SQTMRNDDGBEKKHLN

First_Name = SQTMRNGBEKKKFN

DOB = 10/10/1958

Region = NCAL

Meredith wants to get access to the site today. Please walk me through how you would verify her identity.

7. Verification of Identity **TIMED**

Now please show me how you would reset her password.

8. Password reset **TIMED**

Scenario A – Verification & Password Reset

For these examples you will not be using CHATS, but only the simulated KP.org AdminTool. This is a prototype and not everything is clickable or in its final state. Let's suppose you are answering calls and your next caller is a member named: **Meredith Funstrom-Smith**. She has had too many failed logins to her KP.org account, so it is locked and she is calling Customer Service to gain access to her account. Her **MRN** is: **092347898**

Please look up her account.

Now that you have her account up, I want to call your attention to the information bar at the top which contains active icon buttons and member data.

Is there information displayed that you might need to help with the call?

Where do you think you might find that information? (Icons). (Navigation). (Tabs).

Do the icons make sense to you? How would you improve them?

To give you some context, this prototype requires you to go to a screen for verification and confirm that the member has correctly or incorrectly answered questions.

What actions might you want to take in a typical call and where do you think they might be?

If this is a more complex problem with Meredith's account what might you want to find out about, where would you look for information? Please go there.

Now I'm going to have you perform a couple tasks.

Show me how you would verify the member's identity using demographic information.

9. Verification of Identity using demographic information **TIMED**

Rating...

Task Completion?

0=Failed/Incomplete 1=Completed w/ trial and error 2=Succeeded, no errors

User Rating

On a scale of 1-5, Overall, how would you rate the web application in helping you find the answer to this question?
(1=poor, 5=excellent)

What made it a __?

Now I'd like you to reset her password so she can access the site today.

10. Password reset **TIMED**

Rating...

Task Completion?

0=Failed/Incomplete 1=Completed w/ trial and error 2=Succeeded, no errors

User Rating

On a scale of 1-5, Overall, how would you rate the web application in helping you find the answer to this question?
(1=poor, 5=excellent)

What made it a __?

Is there anything you would want to improve?

Please click on Consumers in the navigation to reset our prototype...

Scenario B – Edit Information/Preferences

We are on a new call... It is Meredith Funstrom-Smith.

She had troubles with changing her information on KP.org so she is calling KP.org Customer Support. Can you try and look up her account using her last name, "Smith".

Now you have her account up, can you tell me something about the state of it? The far left icon in the banner what do you think that means? If I told you it described the state of her verification does that make sense?

11. Edit – Now, I want you to change her address She has moved so her address has changed to

123 Main St, Apt 5
(same town and zip).

12. Preferences - She also wants to receive some Health Documents by mail as well as via email – Show me how you would make that happen.

Rating

Tester Rating

Task Completion?

0=Failed/Incomplete 1=Completed w/ trial and error 2=Succeeded, no errors

User Rating

On a scale of 1-5, how would you rate the web application overall in helping you find member information and edit it?
(1=poor, 5=excellent)

What made it a ___?

Is there anything you would want to improve?

Follow up Questions

Any information you think is missing from the tool?

How's the language and indicators on this page for you? Did you notice it, read it?

What 3 words would you use to describe your experience with using this application to help Kaiser Members?

If you could make just 3 changes to anything you saw today, what would the changes be?

What do you think the name of the application should be? Do you like the name, SupportNet?

Do you have any other comments/feedback about anything you saw today that we didn't talk about already?

Thank you for you help and feedback!

[Administer the incentive]

APPENDIX C SUS SAMPLE

| Questions | Strongly Disagree | | | | Strongly Agree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I think that I would like to use this system frequently. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I found the system unnecessarily complex. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I thought the system was easy to use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I think that I would need the support of a technical person to be able to use this system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I found the various functions in this system were well integrated. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I thought there was too much inconsistency in this system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would imagine that most people would learn to use this system very quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I found the system very cumbersome to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I felt very confident using the system. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I needed to learn a lot about this system before I could effectively use it. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Table 9

APPENDIX D ADMIN TOOL SYSTEM USABILITY SCORES

| SUS Statistics | | |
|-----------------------|---------|----------|
| N | Valid | 47 |
| | Missing | 0 |
| Mean | | 82.9787 |
| Median | | 85.0000 |
| Mode | | 100.00 |
| Std. Deviation | | 14.88761 |

SUSTotal

| | SUS Score | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------|------------------|----------------|----------------------|---------------------------|
| Valid | 37.5 | 2 | 4.3 | 4.26% | 4.3 |
| | 60 | 2 | 4.3 | 4.26% | 8.5 |
| | 67.5 | 3 | 6.4 | 6.38% | 14.9 |
| | 70 | 2 | 4.3 | 4.26% | 19.1 |
| | 72.5 | 2 | 4.3 | 4.26% | 23.4 |
| | 75 | 2 | 4.3 | 4.26% | 27.7 |
| | 77.5 | 1 | 2.1 | 2.13% | 29.8 |
| | 80 | 5 | 10.6 | 10.64% | 40.4 |
| | 82.5 | 3 | 6.4 | 6.38% | 46.8 |
| | 85 | 3 | 6.4 | 6.38% | 53.2 |
| | 87.5 | 2 | 4.3 | 4.26% | 57.4 |
| | 90 | 3 | 6.4 | 6.38% | 63.8 |
| | 92.5 | 5 | 10.6 | 10.64% | 74.5 |
| | 95 | 2 | 4.3 | 4.26% | 78.7 |
| | 97.5 | 4 | 8.5 | 8.51% | 87.2 |
| | 100 | 6 | 12.8 | 12.77% | 100.0 |
| | Total | 47 | 100.0 | 100.00% | |

Table 10

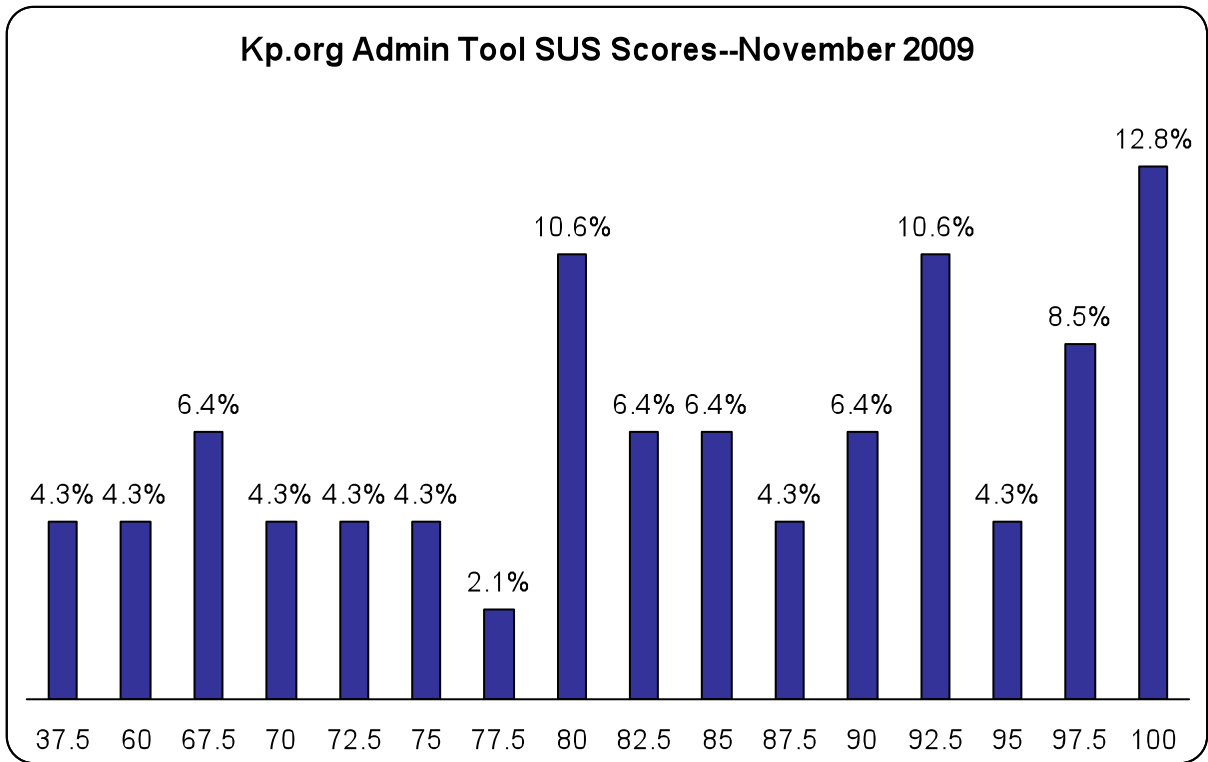


Figure 8

APPENDIX E SCREENSHOTS OF TESTING

Where is password? The CSRs had completed identity verification and were searching for either the password or a password reset link.

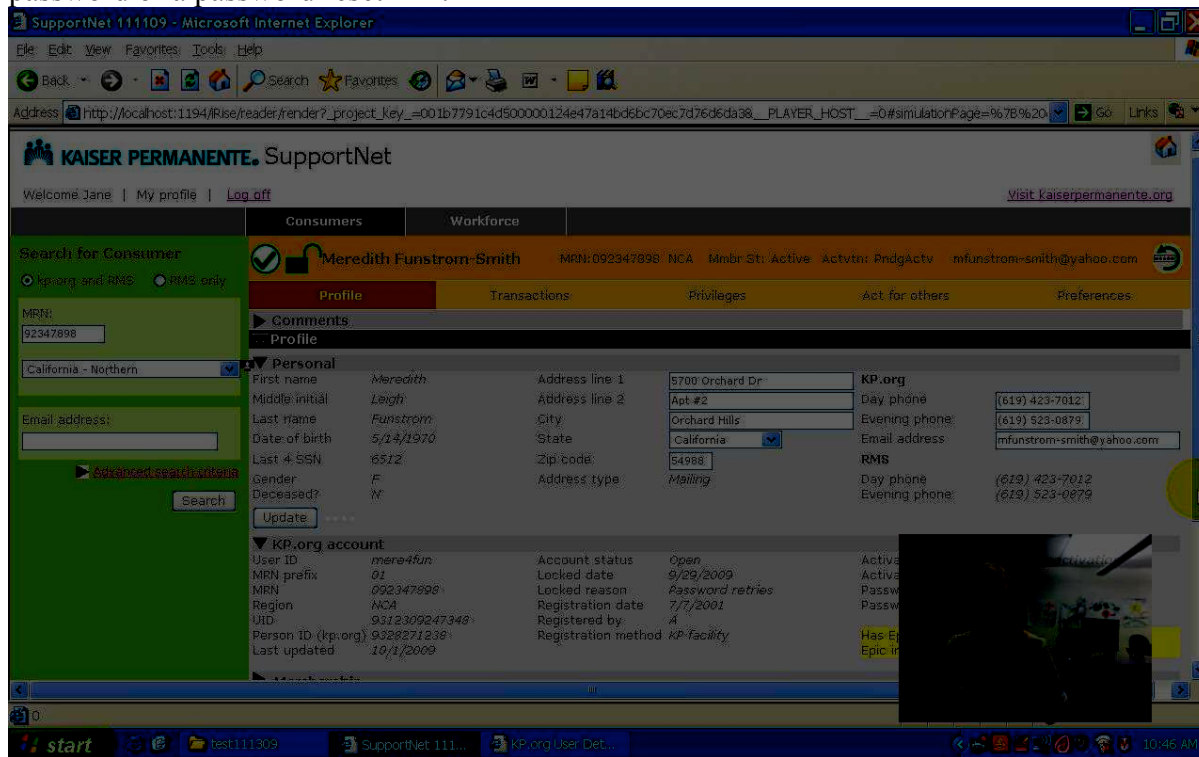


Figure 9

APPENDIX F FIGURE INDEX

Figure 1..... 15
Figure 2..... 17
Figure 3..... 17
Figure 4..... 19
Figure 5..... 24
Figure 6..... 25
Figure 7..... 25
Figure 8..... 34
Figure 9..... 35

APPENDIX G TABLE INDEX

Table 1 9
Table 2 12
Table 3 12
Table 4 14
Table 5 14
Table 6 15
Table 7 16
Table 8 18
Table 9 32
Table 10 33