

# Intranet Usability Test A Observer Comment Form

**Name of observer:**

**Name of tester:**

**Date:**

**Browser used:** Netscape version \_\_\_\_\_  
Explorer version \_\_\_\_\_

**Platform:** MAC PC UNIX

**Please describe your experience with web browsers and tools:**

\_\_\_ beginner  
\_\_\_ intermediate  
\_\_\_ advanced

**How familiar are you with the content of the Bose intranet?**

\_\_\_ not at all familiar  
\_\_\_ familiar with my department's content  
\_\_\_ familiar with a good amount of the content on the intranet  
\_\_\_ very knowledgeable about the intranet

***Read this to the tester before you begin:***

The goal of this test is to evaluate how users find information on the Intranet. I will ask you a series of questions and would like you to think out loud while you look for the answer. I will be timing you, and will stop you after 3 minutes have passed. Some questions are easy and some are more difficult. Don't worry if you can't find the answer every time. Remember, we are testing the effectiveness of tools and organization--this is not a test of you! The whole test should take about 1/2 hour. Do you have any questions?

**1. Where can I find an overview of the  
New Product Development Process?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer:* <http://web.bose.com/manufacturing/npdp/gen/overview.htm>

*browsing path:* Bose home/ manufacturing/ projects/ project office/ process overview

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*Indicate what the tester did:*

**Used the search tool:**     ☐ yes     ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**     ☐ yes     ☐ no

**Has the tester visit this site previously before taking this test?**     ☐ yes     ☐ no

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**Describe issues/problems:**

**2. What day is the executive budget review  
for Japanese operations?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer:* <http://web.bose.com/fin/fpa/bud/execsched.htm>

*browsing path:* Bose home/ finance/ FY99 budget/ exec. meeting schedule

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes    ☐ no

**Search words used:**

**Browsing:** *(indicate path)*

**Did the tester find the answer?**    ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes    ☐ no

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**Describe issues/problems:**

**3. What eligibility requirements do employees have to meet in order to purchase Bose products at a special employee price?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*Note: answer can be found in two places:*

*URL:* <http://intranet.bose.com/hr/purchase.html>

*browsing path:* Bose home/ HR/emp purchase program

*URL:* [http://intranet.bose.com/hr\\_policies\\_policy\\_7.2.8](http://intranet.bose.com/hr_policies_policy_7.2.8)

*browsing path:* Bose home/ HR/ policies/ then type policy7.2.8 in search tool, go to page 2

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes        ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**        ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes        ☐ no

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**Describe issues/problems:**

4. I'd like a picture of the Bose Ireland facility.

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer* <http://intranet.bose.com/manufacturing/mis/irelandtoc.htm>

*browsing path:* Bose home/ Manuf/ Facilities/ Bose Ireland

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes    ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**    ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes    ☐ no

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**Describe issues/problems:**

**5. What is the procedure for booking a tour of Engineering and who is allowed to have a tour?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer* [http://intranet.bose.com/eng/policies/eng\\_pol\\_207.htm](http://intranet.bose.com/eng/policies/eng_pol_207.htm)

*browsing path:* Bose home/ Eng/ Policies/ scroll down to policy E207 Engineering Tours

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes    ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**    ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes    ☐ no

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**Describe issues/problems:**

**6. Which BIT team represented Ireland at the 1997 Bitfest in Yuma?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer* <http://intranet.bose.com/manufacturing/mexico/english/gen/bitfest.htm>

*browsing path:* Bose home/ Manuf/ Projects/ Bose Improvement Teams/ scroll down page and select BITFEST/

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes    ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**    ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes    ☐ no

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**Describe issues/problems:**

**7. Where can I find a form for reporting on a problem with a Bose product?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer* <http://fracas.bose.com/fracas/pages/FRACAS>

*browsing path:* Bose home/ FRACAS

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes        ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**        ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes        ☐ no

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**Describe issues/problems:**



**8. Where can I find a floor plan of the GM Product Team?**

time started: \_\_\_\_\_

time stopped: \_\_\_\_\_

*URL of answer* <http://web.bose.com/eng/oem/library/view/mezzanine.htm>

*browsing path:* Bose home/ Engineering/ OEM/ OEM Directories - pull down and change to OEM Facilities Directories - click "go"/ scroll down to GM product team - click on Floor Plan button

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*Indicate what the tester did:*

**Used the search tool:**    ☐ yes    ☐ no

**Search words used:**

**Browsing:** (*indicate path*)

**Did the tester find the answer?**    ☐ yes    ☐ no

**Has the tester visit this site previously before taking this test?**    ☐ yes    ☐ no

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**Describe issues/problems:**

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*Observers:*

Ask your tester to complete the on-line survey located at:

**<http://intranet.bose.com/webteam/usability/questions.html>**

and remember to give them the thank-you food coupon!