Intranet Usability Test B
Observer Comment Form

Name of observer:

Name of tester: **Date:**

Browser used: Netscape version _____   **Platform:**   MAC   PC   UNIX

Explorer version _____

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. How can employees bid for an open job at Bose?

time started: _____

time stopped: _____

URL of answer: http://web.bose.com/employment/bid.html
browsing path: Bose home/ HR/ Job Postings/ Job Bidding

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. I heard there is a course being offered at Bose about   time started: _____

QFD "Voice of the Customer." Where can I find out about it?   time stopped: _____

URL of answer: http://intranet.bose.com/eng/training/qfd_course.html

browsing path: Bose home/ Engineering/ Training/ QFD Training

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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. **Where can I find out about the Hazard Communication**   time started: _____
Program for learning about hazardous materials in the workplace?   time stopped: _____

URL: http://intranet.bose.com/env_h%s/policies/EHS-17HazCommProgrm.html
browsing path: Bose home/ Env H&S/ Policies/ scroll down to EHS 17

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. **Where is a form I can fill out to ask the library staff to do**   time started: _____

research for me?   time stopped: _____

URL of answer http://intranet.bose.com/library/active/researchform.html

browsing path: Bose home/ Library (research request form)

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. Where on the intranet can I keep track of the status of   time started: _____
the requests I have submitted to the computer help desk?   time stopped: _____

URL of answer http://intranet.bose.com/CISHelpDesk/
browsing path: Bose home/ Help Desk/ Submit View Job Tickets/ Check Request Status

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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. **What is the warranty for a Lifestyle® 25 Home**   time started: _____

Theater System?   time stopped: _____

URL of answer http://marketing.bose.com/products/released/FFBs/LS25FFB.html

browsing path: Bose home/ Marketing/ Released Products/ Lifestyle 25/ Feature, Function, & Benefits

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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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7. **Where can I find directions from the Detroit airport to our**   time started: _____

Hillsdale plant?   time stopped: _____

URL of answer http://hillsdale/travel/hillsdale.htm

browsing path: Bose home/ Manufacturing/ Facilities/ Hillsdale/ Travel

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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. **When and where is the next Bagel Talk?**   time started: _____

                                                                 time stopped: _____

URL of answer http://intranet.bose.com/eng/training/bagel_talks.html

browsing path: Bose home/ Engineering/ click on bagel floating on upper right side of screen

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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:

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!