

Usability Testing Protocol for Teachers

[add link to slides]

Estimated total time: 75 minutes

Remember to record!!!

Part 1: Usability Test

Orientation

Welcome! This meeting is designed to introduce you to the new CLS application before getting your students' classroom challenge started next week. The information collected will be used to inform how the app is designed and it will give you a chance to practice using the app.

We'll have you complete 6 tasks on this app. Then we'll ask you some questions about how it went.

Getting Set Up

First, I'll send you a link to the digital application via chat

When opening the link, you may see a prompt to make your screen wider or use full screen, please adjust the screen so it is wider.

It's important you have this screen up in front of you so that you can screenshare with me as we walk through the app.

Do you know how to share a screen? If yes, skip down to ask them to screenshare. If not, there should be a button at the bottom of the screen that says "Share" with an arrow. You may need to hover around the zoom screen for the button to pop up. Click on the arrow and then you'll see a blue button that says share. This will share your desktop screen with us.

Can you try screensharing now?

We'll have you read the instructions on the screen aloud. It's important for us to understand what you're thinking as you complete each task. So, as you move through each part of the task we'll ask that you think outloud. For example, if I were completing the first step on this screen I might think and then say "It looks like I'm supposed to read these instructions. Should I scroll down or click on get started? I think I'll click on "Get Started".

Do you have any questions about that?

Okay, remember to read the instructions aloud before you complete each task. I may remind you throughout to think out loud.

Most of the items will be pre-filled so all you'll need to do is click on it to complete that part.

Finally, if anything is confusing like the wording, what you should do, or where you are supposed to click please let us know because it is helpful feedback!

The goal is for us to understand where people get stuck so please let us know if you feel stuck and we will assist with the next step.

STOP SCRIPT AND ALLOW PARTICIPANT TO WALK THROUGH THE TASK.

If a participant needs guidance while navigating through the task please reference below...

First Task: Sign In

This first task is to practice signing into your account. Remember! This is all practice so once you click on the box fake information will populate. You do not need to open or enter your real email address.

[If the teacher has a question (e.g., forgot instructions) remind them the instructions are in the bottom left corner of the page.]

Once you've completed the task you'll see a blue banner that says "Well done! You've completed this mission." **Now please click on this new link and select "Password Recovery"**.

Second Task: Password Recovery

Pretend you forgot your password. Use the "Forgot Password" option to reset it and sign back in.

[If the teacher has a question (e.g., forgot instructions) remind them the instructions are in the bottom left corner of the page.]

Nice job you finished it! Next, there will be 3 questions for you to answer on the screen. Please SKIP the open-ended question. You do not need to type an answer.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Third Task: Create Classroom Challenges

Create Classroom Challenges:

Solution help: On the homepage click “Check Goals and Progress” (middle of the screen) then they need to click “Set CC Goals” in the middle of the page.

Add Goal:

Solution help:

Goal Adjustment: Great! You completed the task. Now there will be 3 questions to answer. Again, please SKIP the open-ended question.

Solution help:

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Fourth Task: Goal Adjustment

Solution help: They need to click the first 3 check in time points.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Fifth Task: Review Students

[if stuck please note that the participant needs to first select 'Mateo Rivera', review his dashboard, then select the 'Back' button in the top left corner, select “Student progress overview”, and then click on the other student 'Ava Johnson'.

Once you've completed the task you'll see a purple and white banner that says “Well done! You've completed this mission.” Then, there will be a few questions for you to answer on the screen. Again, please SKIP the open-ended question. Do not type.

Sixth Task: Lock-In Points

Part 1

[if participant gets stuck on what to do have them just click the student's name on the top right of the screen]

Part 2

[if participant gets stuck on what to do have them click on all of the 2s]

Part 3

[if participant gets stuck on what to do have them click on the student 'Noah Garcia' on the right and then click on the button that marks the students as 'absent all day']

Part 4

[if participant gets stuck have them click on 'Classroom Note' then click in the notes box to populate]

Part 5

[instruct participant to lock in points and confirm, then go back to the home screen]

Once you've completed this final task you'll be asked to answer 3 questions on the screen. Again, please SKIP the open-ended question.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Part Two of Meeting: Interview Questions (absorbed into eliciting feedback during task completion)

[use slides for visual reference]

Usability Testing Protocol for School Mental Health Providers

[add link to slides]

Estimated total time: 75 minutes

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Part 1: Usability Test

Orientation

Welcome! This meeting is designed to introduce you to the new CLS application before getting your students' classroom challenge started next week. The information collected will be used to inform how the app is designed and it will give you a chance to practice using the app.

We'll have you complete 7 tasks on this app. Then we'll ask you some questions about how it went.

Getting Set Up

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If a participant needs guidance while navigating through the task please reference below...

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Instructions: This first task is to practice signing into your account. Remember! This is all practice so once you click on the box fake information will populate. You do not need to open or enter your real email address.

[If the teacher has a question (e.g., forgot instructions) remind them the instructions are in the bottom left corner of the page.]

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Second Task: Password Recovery

Instructions: Pretend you forgot your password. Use the "Forgot Password" option to reset it and sign back in.

[If the teacher has a question (e.g., forgot instructions) remind them the instructions are in the bottom left corner of the page.]

Nice job you finished it! Next, there will be 3 questions for you to answer on the screen. Please SKIP the open-ended question. You do not need to type an answer.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Third Task: Review Teacher's Profile

You want to make sure that one of your teachers has all their information properly set up in CARE.

Instructions: From the school page, find teacher Sam Bridges and go to their profile. Once there, go through each of their profile tabs — Overview, Classroom Challenge, About, and Account — to review their information. Once done, go back to Bridges school page.

Solution help: Click on “Sam Bridges”. Then review all 4 tabs (see top of page). Remember to click “Back”.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Fourth Task: Review Teacher Progress

Now pretend you want to check in on two of your teachers and one of their students at Bridges School.

Instructions: From the school page, go to Sam Bridges' profile, open one of their evaluations, then review the student Liam Miller.

Solution help: Click on the arrow to the right of “Liam Miller” to end the task.

Part 2: Review Other Teacher's Progress

Instructions: From Liam Miller's profile, go back to Bridges School, find Nic Fassbender, open one of their evaluations, review the details. Once done, go back to Bridges school page.

Solution help: Click on the arrow to the right of “Nic Fassbender”. Then click “Back” to go to the school webpage.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Fifth Task: Review Students

Now pretend you want to quickly check in on two of your students. You're starting from the school page.

Instructions: From the school page, find Mateo Rivera and review his overall progress. Feel free to check his notes as well. When you're done, go back to Bridges School.

Solution help: Click on the arrow to the right of "Nic Fassbender". Then click "Back" to go to the school webpage.

Part 2: Check on Ava Johnson's progress.

Solution help: Click on Students tab.. Review Ava.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Sixth Task: Create Classroom Challenges

Instructions: From the Bridges school page, find student Mateo Rivera, go to Set CC Goals tab, create the first Classroom Challenges and assign who will evaluate it.

Solution help: Click on Students tab.... Create CC.. Add Goal.. Remember to go back to the Bridges School page.

Next you'll see a thank you screen. Now please exit out of that screen and click on the link in the chat.

Seventh Task: Goal Adjustment

Pretend you need to adjust one of the goals from Mateo Rivera's Classroom Challenges to better fit the school day schedule.

Instructions: From Bridges school page, find student Mateo Rivera, go to Set CC Goals tab, find the goal "Follow classroom rules" and update its check-in moments — replace "After lunch" with "End of day". Once done, go back to Bridges school page.

Solution help: Go to the Student tab. Then find Mateo Rivera. Select '...' on the row for the "Follow Classroom Rules" goal. Remember to deselect After Lunch and then select End of School. Remember to go Back to the Bridges school page (where you started).

Usability Testing Protocol for Parents

Purpose: Welcome! This meeting is designed to introduce you to the new CLS application before getting your students' classroom challenge started next week. The information collected will be used to inform how the app is designed and it will give you a chance to practice using the app before next week.

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Usability Test

Orientation

Welcome! This meeting is designed to introduce you to the new CLS application before getting your students' classroom challenge started next week. The information collected will be used to inform how the app is designed and it will give you a chance to practice using the app.

We will have you complete 4 tasks. Then we'll ask you some questions about how they went.

Getting Set Up

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STOP SCRIPT AND ALLOW PARTICIPANT TO WALK THROUGH THE TASK.

Added question: How would you feel about the use of Spanglish within the App?

If a participant needs guidance while navigating through the task please reference below...

[add solutions to the usability tests where needed]

Once the tasks are done, there are a few last questions. The very last question the test will ask you is if anything was confusing, you do **not** need to type anything here but you can tell me.

If participant can't see the whole window there may be a problem with their window size... suggest they use full screen (top left corner) or zoom out (top right corner)

Did your participant run into a bug.. Even needed you can click "Stop Task" in the bottom left to get to the questions after the task. Alternatively, you can refresh the page.