



## RAFT usability testing summary

Usability study conducted at the request of Amon Horne

Usability: Katherine Wahl

### Summary

Six participants in a usability test of the RAFT application gave it a System Usability Score of 63.75, lower than a score of 75, which is generally accepted as fair usability. When individual questions were examined, lower scores on particular questions indicated that users would need additional support to use the system, did not think users would learn it quickly, and weren't confident using the application. The average grade participants gave the application was between a B and a C when asked to assign a grade. The distribution was 3 Bs and 3Cs.

As the scores and grades indicate, the test participants were somewhat uneasy with the application. They all commented on needing to get used to the new interface. Areas where they noted possible improvements are

- **Totals.** Users wanted to see a total/ending balance for their cost objects. They also wanted amounts to have decimals.
- **Drill Down.** Users liked the drill down for line items like travel expenses. Some were confused because a link was not indicated – once prompted they understood that any item in the line could be used to open the modal box with more information. They were also confused because totals did not match in the drill down.
- **Date Handling.** Some users were frustrated that they had to enter the date in a specific format. They wanted to be able to use slashes when entering the date as they can with other systems.
- **Sort Order.** Search results and autocomplete lists were not in order and seemed to confuse users. We recommend a logical order for search results.

**Comments from Users on their overall experience with RAFT:**

*Please list one to three pain points (areas of difficulty) that you would like to see addressed in the future:*

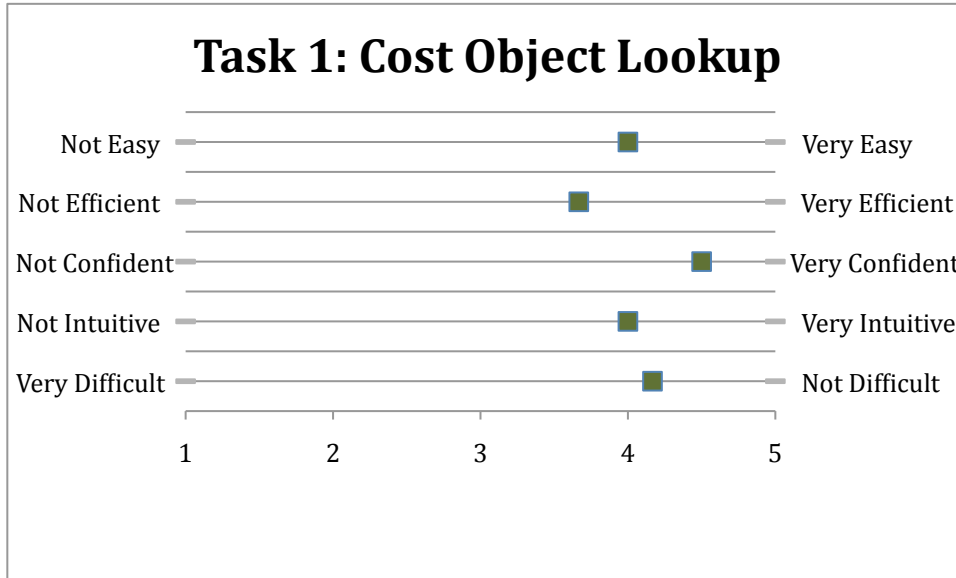
- Proof that a task was completed
- The functions will need to have the bugs removed
- Cheat sheets as we begin using the site
- I'm not crazy about the finding month detail e.g 13/24
- Be able to click on the item name to drill down
- It would be nice to have the ability to edit budget info from the program, and add additional funding if needed

*Please list one to three things you liked and would want to remain in the future:*

- That you can create a specific time period to look at
- I like the auto populate function when searching for the cost object and PI's
- I'd be interested in seeing the other tabs, though I would think they may not be ready yet if they weren't tested
- I liked that there is a cost object summary sheet that the site opens to

## Task by task ratings

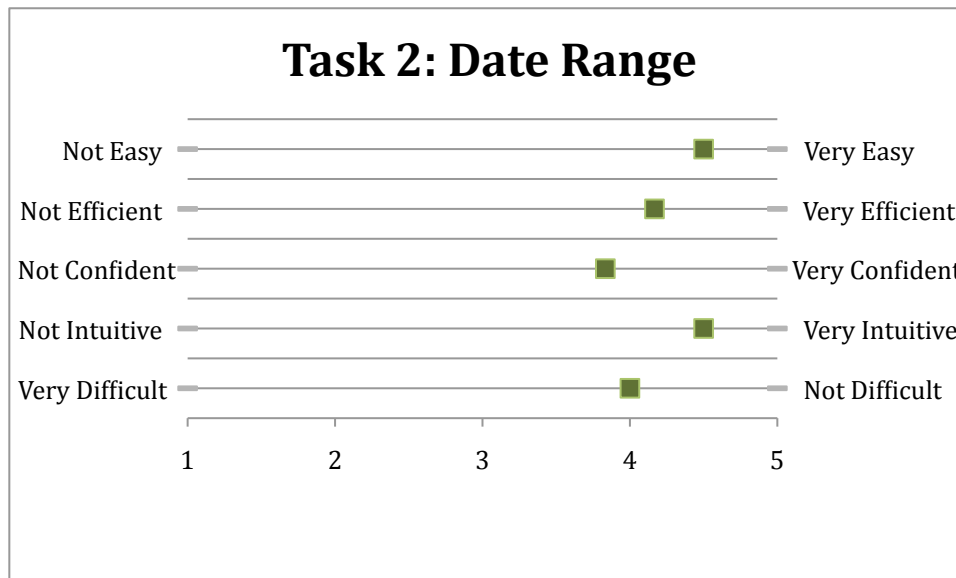
**Task 1:** You want to look up cost object 9999991 (Future Reporting Child 1) using MIT's new reporting and forecasting tool. How would you complete this task?



### User comments:

- There was a bug, once it is fixed it should be easier to complete the task
- The user interface seems to be intuitive but I feel reasonably comfortable with SAP/forecasting to know what I'm looking for. If this screen were to be used by administrators who have knowledge/experience with SAP system I believe they would find it intuitive but a PI or their AA might not
- The new interface made things a little strange at first as I was not used to it, but overall it is an improvement from the old one
- Yes, the search bar is intuitive but the text retrieval needs to be more precise as the "future" text did not pull the account I was looking for (even though it is part of the c/o title), therefore requiring me to type in the account #
- Where is the ending balance? There should be an ending balance
- I would like to see the budget in the budget column
- My concern is with the budget column. I want the budget to match the authorized total.

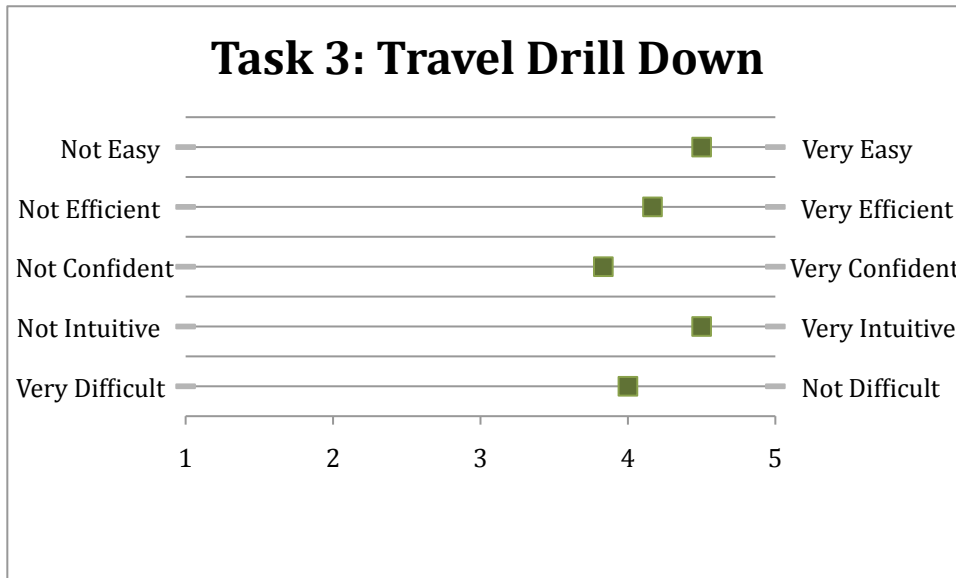
**Task 2:** For cost object 9999991 (Future Reporting Child 1), you want to look at data from January 1, 1995, through June 30, 2000. Is there a way to look at data for this time period?



#### User Comments:

- I felt that the task was easy to complete however I'm not sure that I received confirmation of my data being populated on the report. The second time I ran the query I saw a load icon for a split second which gave me some affirmation that my report had been completed. My lower confidence rating is based on my uncertainty with the report completion.
- Once again, it was just adapting to the new interface that made it a little less than strongly agree
- This task is easy to accomplish once I've passed the technical difficulties
- It's not critical to save the custom date ranges. I would go to custom date range every time to edit
- I don't like that it is forcing me to use this date format
- I have no need to save custom date ranges

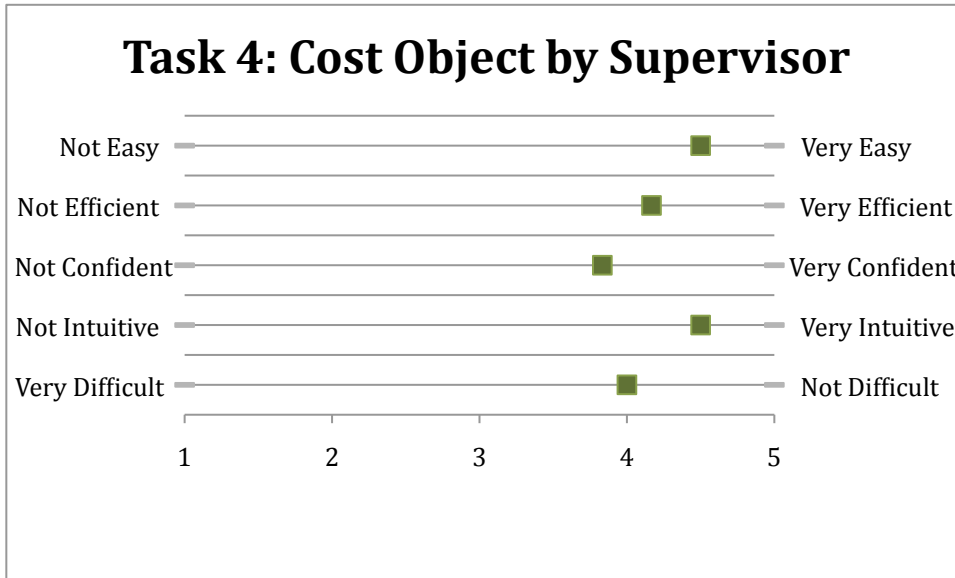
**Task 3:** You want to view the travel expenditures for this account. How would you accomplish this using RAFT?



**User Comments:**

- I learned that it was possible to drill down into G/L details
- Getting more used to the new interface. Perhaps a few tweaks in the modal windows would make it a little better
- As an end user, I am used to drilling down even though I'm not sure if the information is there.
- The amounts should also have decimals
- The amount should be highlighted [for the second modal window] for consistency
- Highlighting dollar figures would be consistent and would be helpful if there were more than one drill down
- I didn't realize you could click anywhere on this row to expand it

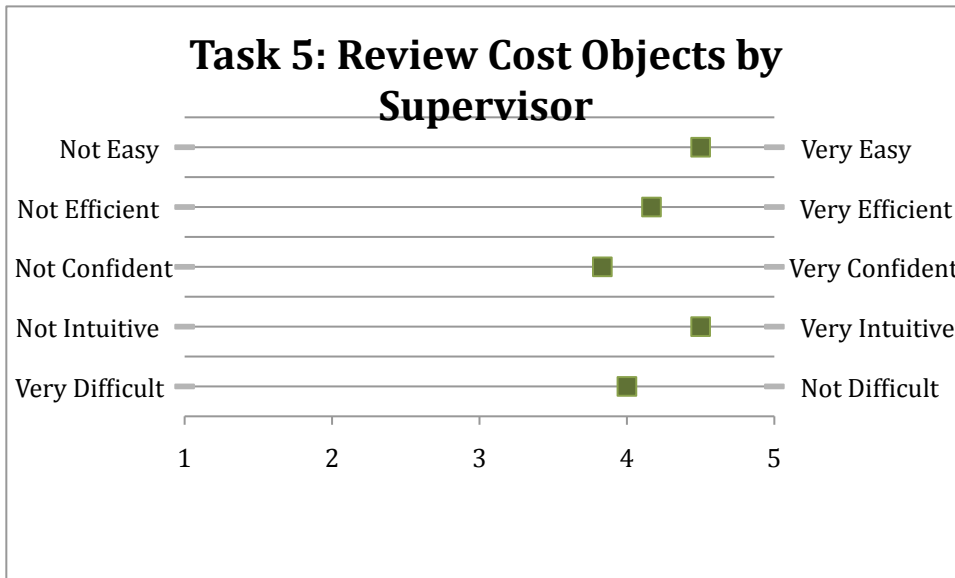
**Task 4:** You are working with a new Principal Investigator, Mary Weisse, and you would like to see all cost objects owned by her. How would you complete this task using RAFT?



**User Comments:**

- The PI name didn't immediately populate
- Possibly create an open/closed account search function
- The search criteria seems to take up a small portion of the home page real estate, although I think it may be the most used part of the system
- Drawing more attention to that area may be useful
- This task is easy if the end user knows to use the "advance search" feature
- The order is random. They should be in numerical order by cost object
- Can you adjust the screen if you have a lot of search criteria?
- Could supervisor search be the default search for us on the home page?

**Task 5:** Among the cost objects owned by Mary Weisse, you would like to review P9999992. After reviewing it, you would like to see the list of other cost objects that she owns. How would you do that?



**User Comments:**

- The back button was a problem earlier, and there is a known bug when clicking the cost object button. Otherwise, it was an easy task.
- The breadcrumbs seemed inconsistent but since the back button works I would most likely choose to use that
- Is the use of the back button in the browser the preferred method of navigation?
- I'm sure that there are other ways of achieving this task but I would prefer to see the overview of all the cost objects in the initial search screen.