

Prototype Link

[removed]

A SESSION

Participant:

Date:

Time:

Background

[If Tyler Drive implantation specialists]

Thank you for joining us today. Before we start

Introduction

Thank you again for joining us today. I have a short introduction to read so that all of the session participants receive exactly the same directions.

My name is Lori Tompkins. I'm a User Experience Designer with Tyler Technologies, and my role is to investigate how people interact with our products.

I am going to share a prototype with you, and provide a few scenarios for you to work through, using the prototype. Please work as you normally would, but try to narrate what you're thinking so I can follow along. As you think aloud, feel free to share any comment that comes to mind. I might interrupt to ask a question to make sure I understand what is working and what isn't.

Because this a prototype, only some of its features will work. Other features might appear to be "clickable", but nothing will happen when you click on the. Just let me know when that happens.

Feel free to stop the session at any time. If you have any clarifying questions about the task, please ask. I will provide as much clarification as I can. If I am not able to fully answer it during the task, I will answer any lingering aspects at the end of the session.

Before I provide you with the first task, do you have any questions?

Scenarios

Task Scenario 1 –Templates [LOCATION: Dashboard home page]

Moderator: You are designing an inspection template for Howland Springs.

The district wants the template to cover Tires, both the right and left tires.

How would you create a template in this prototype?

Successful Completion Criteria

User clicks on “Inspection” on side navigation. Arrives at Templates Home.

Clicks Fab Button

Names template Howland Springs

[ON CONFIGURATION TAB]

Moderator: take a second to read the checkboxes].

OK, go ahead and check all the boxes.

Selects a check box

Clicks Next

[LOCATION: “ADD VEHICLES”]

Moderator:

Let’s go ahead and select all the boxes.

Measurements

- What are we trying to learn that we can transform to a measurable, observable data point?

Post-task questions [BEFORE THEY GET TO DESIGN TAB]

- Is this what you expected to see? Does this make sense?

-Look to see if user can find input box to enter template name.

-How does the user navigate to the next page, NEXT button or TAB

Task Scenario 1 .1[LOCATION: DESIGN TAB Creating a heading and bus area]

Moderator: [repeat question if necessary]

OK, again, the district wants the template to cover tires, both the right and left tires. [The question is now right or left tire].

[If they touch the drop down list ask them]

I noticed you used the drop down list. What do you think that's for?]

Successful Completion Criteria

User has created a heading that says "Tires" and types " right tires " [or left tires]

Measurements

- What are we trying to learn that we can transform to a measurable, observable data point?
- Does the user understand how to get started
- Does the user understand the I/A.

Task Scenario 1 .2[LOCATION: DESIGN TAB add Defects]

Moderator: Let's add a couple of defects. You could use nail, pressure, or flat if you need a hint.

Successful Completion Criteria

User has added two defects.

Task Scenario 2. 0 [Change the order of the defects]

The client would like to see the order changed on the defects.

What would you do?

Successful Completion Criteria

User points on move arrows.

Successful Completion Criteria

User would point to up arrow on hover.

Task Scenario 3.0 [Add another question]

Moderator:

The district wants the template to cover the bus area of left tire; How would you do that?

Successful Completion Criteria

Clicks "Add a question button"

Types Left Tire

Task Scenario 4.0 [Add a new group]

Moderator

We are done with Tires and need to include Windshield in the template

What would you do?

Successful Completion Criteria

Clicks Inspection Area Button

Post-task questions

- Is this what you expected to see? Does this make sense.

Task Scenario 5 [SAVE GO HOME COPY]

Moderator:

OK Let's click SAVE

[Page returns to template home with new Howland Springs Template Visible]

Is this what you expected to see?

Moderator:

The client wants to duplicate the Warren Harding template

How would you do that.

Successful Completion Criteria

Clicks copy icon

WE ARE DONE WITH THE INSPECTIONS TEMPLATE

Moderator,

OK we are done building the template .

I have a couple of questions I want to ask a couple of questions.

[NAVIGATE BACK TO CONFIGURATION].

Tell me in your own words what you think these labels mean. Again, this configuration for the mobile view that the driver uses to guide them through and inspection.

Movement validation

Finish on critical

Guided inspection

// I have a final series of statements for you to consider, based on your overall experience. Please rate the statements on a scale from 1 – Strongly Disagree, to 5 – Strongly Agree.

- I found the template builder to be simple.

- The flow of the template was easy to understand

- The terminology made sense.

[Get open feedback time]

I have a few background questions to ask:

1. Can you explain to me what you do as an implementation specialist for Tyler Drive. Do you train the customer on how to do set up?
2. What is the first thing customer must do when setting up Tyler Drive
3. Do the customers try to set up the Inspection templates themselves?
4. About how long does it take to set up a template?
5. Do you have any feedback you've heard from the customers or offer any feedback yourself about the templates?