

Protocols for All Things Missouri Portal Usability Study

Instrument 1: Demographics (these questions will be included with SUS)

1. Gender:

Male

Female

2. Role in Extension:

Field Specialist

CES

3. Program Category:

Agriculture and Natural Resources

4-H Youth

Family

Community and Business

4. Extension years of service completed:

0-5

6-10

11-15

16-20

21 or more

5. Basic Computer skills (downloading and saving files, searching, sharing files using google docs or box type tools, data bases, email):

1 - Fundamental Awareness (basic knowledge)...

2 - Novice (limited experience) ...

3 - Intermediate (practical application) ...

4 - Advanced (specialized applications) ...

5 - Expert (recognized authority)

6. Experience with GIS mapping tools:

1 - Fundamental Awareness (basic knowledge of what it is)...

2 - Novice (limited experience) ...

3 - Intermediate (practical application) ...

4 - Advanced (specialized applications) ...

5 - Expert (recognized authority)

Instrument 2: Follow-up Individual Interview

Thank you for participating in the task analysis. I would like to ask you a few follow-up questions that will help in making this tool more user friendly. This is an anonymous interview and if you do not feel comfortable answering a question you do not have to.

I. Mapping Room:

1. What was the easiest task? Why?
2. What were some challenging or frustrating tasks? Why?
3. Was there something that was confusing or not clear?
4. What would be helpful to direct or guide new users?
5. What would help make this tool easier to use?
6. How do you see yourself using this tool in your work?

II. Reports:

7. What was the easiest task? Why?
8. What were some challenging or frustrating tasks? Why?
9. Was there something that was confusing or not clear?
10. What would be helpful to direct or guide new users?
11. What would help make this tool easier to use?
12. How do you see yourself using this tool in your work?

III. Closing:

1. Is there anything that you would like to add that we did not discuss?

Instrument 3: Focus Group Interviews (Conducted with CES Group and Field Specialist Group)

You have had an opportunity to play around with the portal tools since we last met. Since then, I would like to follow up with a few questions regarding the portal. This is anonymous and there will be no identifying information given in any reports or publications. If you feel uncomfortable or do not want to answer a question that is ok as well.

I. Mapping Room:

1. What did you like about this tool?
2. Describe your experience using the mapping room?
3. What difficulties did you encounter?
4. What is something that would be helpful in the design functions?
5. How do you see using the mapping tool as a CES? As a Field Specialist?

II. Reports:

1. What did you like about this tool?
2. Describe your experience using the reporting tool?
3. What difficulties did you encounter?
4. What is something that would be helpful in the design functions?
5. How do you see using the mapping tool as a CES? As a Field Specialist?

III. Faculty Folder- (Wire Frame):

1. Pass out wire frame
2. Describe components
3. Collaboration- Ability to share and upload data
4. Feedback

IV. Closing:

1. If there were no restraints, (budget or design) what would be three wishes that you have for this portal?
2. Is there anything you would like to share that we did not ask or cover?

Task Analysis

Mapping Room:

Task 1: Complete a basic map. Find the number of farms in your headquartered county that have internet access. Export the map as a pdf file.

Scenario: The county commissioners called and want to know who has internet access in the county. In addition, they want to know how many farms have internet access in the county.

Task 2: Complete a regional map. Add map layer with place names. Export the map as an image.

Scenario: The community is seeking out a grant to help provide mental health services for youth and adults. The city administrator has contacted you to see if you could provide a map of the region showing where facilities are located. They would also like to see where the residential facilities are located.

Task 3: Complete a basic map. Add map layers with satellite, places and highways. Add two additional data layers. Turn on or off map layers and adjust transparency if needed. Share the map with a co-worker.

Scenario: You are presenting a PowerPoint to a local group. Choose a program topic and create a map of your choice with at least two data layers.

Reports:

Task 4: Make a basic report. Download the report as a pdf file

Scenario: The state rep called you and was wondering if you have data on how many youth and adults are uninsured in the counties that you are assigned.

Task 5: Make a workforce report. Share it to your email address.

Scenario: The county commissioners are concerned about the workforce. They would like some information about commuting patterns and whatever else you think might be important.

Task 6: Make a food system quick facts report.

Scenario: The local Farm Bureau and other ag groups are interested in the food system and security for your headquartered county. Make a quick facts report with this information.