



LAM Usability Test 2 Results

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Subject: License Agreement Manager Paper Prototype

Test Participants: Willard Stinson and Tim Morrison

Test Date: August 22

Design Team: Tina Jenkins, Joyce Metz, Chris Alexander, Chris Jackson

LAM Interface Issue

A project team member suggested making the input field for the Expiration Notification Schedule data more friendly, so we came up with some more designs. We asked the participants to select which design worked best and to make comments.

Version 1

Notification Schedule

60,30,15,10,5,4,3,2,1	days prior to expiration
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Note: Enter numbers separated by commas with no spaces.

The first design is the original, which wasn't selected by either participant.

Version 2

Not. fication Schedule

select ▼	days prior to expiration
180, 90, 60, 45, 30, 15, 10, 5, 4, 3, 2, 1	Note: Do not enter spaces between commas and numbers.
90, 60, 45, 30, 15, 10, 5, 4, 3, 2, 1	
60, 45, 30, 15, 10, 5, 4, 3, 2, 1	
45, 30, 15, 10, 5, 4, 3, 2, 1	
30, 15, 10, 5, 4, 3, 2, 1	
custom	

The second design consists of a dropdown with all items editable. When the user selects "customs," the field goes blank, with the I-beam cursor in the field. One participant selected this

design, because it seemed easiest. A design team member mentioned that he's never seen a dropdown list in which he could edit the items.

Version 3

Not.fication Schedule

Agreement Length 1 year	Schedule (days prior to expiration) 90,60,45,30,15,10,5,4,3,2,1
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Note: Do not use spaces between commas and numbers.

The third design consists of a dropdown list for selected what default schedule appears in the editable text box to the right; for example, if the user selects "6 months" in the dropdown, the default schedule for 6 months appears in the text box. One participant selected this version. This design, however, incorporates a suggestion made previously by the same participant. The design team is concerned that this paradigm (pronounced, *par-a-DIG-um*) would force users to have two think in two or more types of units (years, months, weeks, AND days).

Version 4

Not.fication Schedule default custom

Agreement Length 1 year	<table border="1"> <tr><td>90</td><td>Δ</td></tr> <tr><td>60</td><td></td></tr> <tr><td>45</td><td></td></tr> <tr><td>30</td><td></td></tr> <tr><td>15</td><td></td></tr> <tr><td>10</td><td></td></tr> <tr><td>9</td><td>▽</td></tr> </table>	90	Δ	60		45		30		15		10		9	▽	days prior to expiration
90		Δ														
60																
45																
30																
15																
10																
9	▽															
New Number <input type="text"/>	<input type="button" value=">"/> <input type="button" value="<"/> <input type="button" value="Clear"/>															

Version four consists of a radio group of Default and Custom. If the user selects Default, the Agreement Length dropdown is available. If the user selects Custom, the New Number field and the Move and Clear buttons are available. To create a custom schedule, the user enters numbers in the New Number field and then clicks the Move Right button to add it to the list. Obviously, this dialog takes too much explanation. Our participants looked away from it as quickly as they could.

Version 5

Not.fication Schedule

180 90 60 45 30 15 10 5 4 3 2 1

days prior to expiration

Note: Select a number to add it to the list or click and edit the list. Do not use spaces between commas and numbers.

Version five consists of a series of checkboxes at the top of the area. When the user selects a checkbox, that number appears in the list. When the user deselects a checkbox, that number is removed from the list. The user can also type in the list itself. This one's clunky as all get out. That's what one of the participant's thought, too.

Conclusion

The design team has decided to move forward with version 2, the editable dropdown list, because it seems to be the easiest to use. To counter the concern of users not knowing that they can edit the dropdown items, onscreen help text will be added, something like, "Click and type to edit any of the default schedules."