

## **Introduction**

During this usability test, you will use a new Human Resources Employee Benefits website. The site is in an early design phase and is only partially functional.

You will work through some fictitious tasks and provide feedback on the ease of use and usefulness of the site.

Thank you for participating in our study. Your feedback is an important part of our product design process.

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 1: Open the Human Resources website**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

Using the Favorites menu in Internet Explorer, open the favorite titled **Human Resources 1**.

1. Look at the site home page.
2. Describe the purpose of the site and the kinds of things you would expect to be able to do on the site.
3. Where would you click to find out which health insurance plans you are eligible for?

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 2: Open the Human Resources Site**

Using the Favorites menu in Internet Explorer, open the favorite titled **Human Resources 2**.

1. Look at the site home page.
2. Describe the purpose of the site and the kinds of things you would expect to be able to do on the site.
3. Where would you click to find out which health insurance plans you are eligible for?

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

You just looked at two websites that present similar information. Which website do you prefer?

Human Resources 1

Human Resources 2

Why?

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**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

### **Task 3: Select a health insurance plan**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

Suppose you are a new employee and you need to select your health insurance plan.

1. Open the Human Resources 2 website and find information about health insurance plans.
2. Suppose you live in Grand Junction. Which of the State's health insurance plans are available in your town?
  - Great-West Healthcare
  - Kaiser Permanente
  - San Luis Valley HMO
3. Suppose you are interested in finding a Great-West plan that has a low deductible. Find the plan with the lowest deductible.
4. Find out what this health insurance plan will cost you each month.
5. Once you have selected a plan, begin the process of signing up for that plan.

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

What is your first impression of using the **Human Resources 2** website to find employee benefits information? (Select one answer.)

- The website is easy to use
- The website is difficult to use

Why?

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What factors do you consider when selecting a health insurance plan?

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Does the website provide the information you need to select a plan?

- Yes
  - No
- If not, what's missing?

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What kind of information or help would you expect the following links on the website to provide?

Health Insurance Monthly Costs: \_\_\_\_\_

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Compare Highlights Side By Side: \_\_\_\_\_

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Health Insurance Decision Tool: \_\_\_\_\_

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**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 4: Find out about health savings accounts**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

One of your co-workers told you that he started a health savings account which allows him to save money for medical expenses.

1. Use the website to find information about health savings accounts.
2. Which health insurance plan must you sign up for in order to start a health savings account?
3. Describe the benefit of starting a health savings account.

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 5: Find out if a prescription medication is covered by your health insurance**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

Suppose your doctor has prescribed Nasonex for seasonal allergies. You need to find out if this medication is covered by your **Great-West PPO-1500** health insurance plan.

1. Use the website to find out if **Nasonex** will be covered by your insurance.
2. Find out how much your co-pay will be for the prescription.

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 6: Find out whether specific medical services are covered by your health insurance**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

You have enrolled in the **Great-West Healthcare PPO-H** plan, and have a few questions about covered medical services.

1. Suppose you have a new baby, and need to schedule routine well-baby doctor visits. Find out if routine doctor visits for children are covered by your health plan.
2. Suppose you have a question about whether a specific medical procedure will be covered by your Great-West plan, and the procedure is not listed on the website. Use the website to find the phone number to call Great-West customer service.

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

What is the difference between the Key Features link and the Overview link for the health plans?

Key Features: \_\_\_\_\_  
\_\_\_\_\_

Overview: \_\_\_\_\_  
\_\_\_\_\_

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 7: Find retirement plans**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

Suppose you are a new employee and need to select your retirement plan.

1. How would you get to the retirement section of the website?
2. As a new employee, how would you find the page(s) on the website that you need to select a retirement plan?
3. What 3 retirement plans can you choose from?
4. Suppose you are looking for a plan that gives you some control over where your retirement funds are invested. Which of the retirement plans will allow this?

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

What is the difference between Defined Contribution retirement plans and Defined Benefit retirement plans?

Defined Contribution: \_\_\_\_\_  
\_\_\_\_\_

Defined Benefit: \_\_\_\_\_  
\_\_\_\_\_

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 8: Select a retirement plan**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

1. You have decided that you want to sign up for one of the Defined Contribution retirement plans. How would you determine which plan best supports your investment goals and philosophy (for example, long-term growth investments versus higher risk investments)?
2. Once you've made a decision, how would you sign up for one of the retirement plans?

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

What factors do you consider when selecting a retirement plan?

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Does the website provide the information you need to select a plan?

Yes

No

If not, what's missing?

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Each State employee selects a retirement plan when they are hired. Would you expect to be able to change your retirement plan selection later?

Yes

No

Why?

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**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## **Task 9: Challenge a decision made by the human resources department**

*Please read the following instructions out loud. Then talk aloud as you complete the tasks.*

You just found out that you cannot add your new spouse to your health insurance plan because you missed the enrollment deadline.

1. Where would you go on the website to find out how to challenge this decision?

**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

How do you feel about the website presenting the Appeals function in such an accessible place on the website?

- Making it easy to file an appeal will enhance the benefits experience for State employees
- Making it easy to file an appeal will encourage employees to abuse the benefits system.
- Other opinion:

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**Thank you for your feedback.**

Participant ID: \_\_\_\_\_

## Overall Impressions of Website

What is your overall impression of using the new Employee Benefits website? (Select one answer.)

- The website is easy to use
- The website is difficult to use

Why?

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Compared to the existing human resources website, how would you rate the usability of this website? (Select one answer.)

- The new website is easier to use than the existing site
- The two sites are about the same
- The new site is more difficult to use than the existing site

Which website do you prefer?

- The existing site
- The new site

Why?

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Now that you've used the new website, what are your suggestions for improving the site?

Improvements for Health Insurance:

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Improvements for Retirement:

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List 2 things you liked most about the usability of the new Human Resources website:

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List 2 things you liked least about the usability of the new Human Resources website:

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**Thank you for your feedback.**

Participant ID: \_\_\_\_\_