

RLO Usability Test

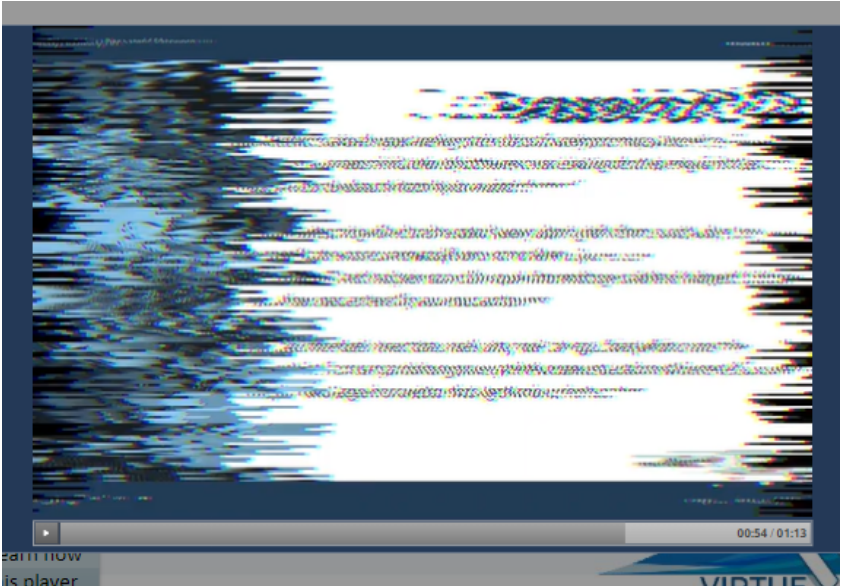
Course: Cyber Safety: Passwords and Authentication


Designer: Anne Carlsen
Reviewer: [REDACTED!]

<https://annec.net/uwstout/767/cybersafety/story.html>

Background Information	
Overall Aim of Course:	Provide free of charge cyber safety computer-based training (CBT) module for senior citizens accessing virtuesystems.net to promote the company while limiting unnecessary pro bono services.
RLO Learning Objective:	Given recommended password criteria, learner will be able to construct a complex password and enable two-factor authentication.
Target Audience:	Senior Citizens with basic computer skills, access to a computer and internet, and who want to improve their cyber skills and knowledge.
Technology Requirements:	Computer, keyboard, mouse (or laptop) with modern browser and internet connection.
Additional Information:	<ul style="list-style-type: none">• Designed with large fonts and high color contrast.• Knowledge checks are deliberately not graded, feedback is given for incorrect answers as teaching points, but only the final two questions have retry capability and requirement.• This is intended as a standalone, self-paced CBT that will be accessed via website only, no LMS will be used.

Usability Questionnaire	
<ul style="list-style-type: none">• Is the navigation clearly labeled and easy to use?• Did you struggle to move forward or back at any point in the module?	<p>On the title screen, I spotted a “Click here to learn how to navigate this player” link that launched a video.</p> <p>The Previous and Next buttons functioned appropriately.</p> <p>You might want to consider moving the “click here to learn how to navigate this player” button to under the text. People’s eyes generally move from the top left to bottom right, and that button might be missed where it is. If they miss it, they miss important information. Tm</p>
<ul style="list-style-type: none">• Was the text easy to see and readable?	<p>Yes, the text was clear and easy to read.</p> <p>Yes, good contrast and nice sized font. tm</p>
<ul style="list-style-type: none">• Were you able to play and pause the audio narration where	<p>Yes – the first time, I attempted to select “Narration” instead of the play icon, but then I figured it out.</p>

<p>there was a narration play box? <i>(narration on feedback and hovering layers auto-plays and can't be muted)</i></p>	<p>Yes. Personally, I think that adding your voice to the narration adds a personal touch, however the almost robotic voiceover does add that cybersecurity feel. (I was reminded of your military background) tm</p>
<ul style="list-style-type: none"> • Were you able to load captions? • Were you able to view the resources? 	<p>Captions did not appear on every slide, which I assume was intentional. For example, I did not see them on the knowledge check popup video when I submitted an incorrect password (or any of the popups, for that matter) Resources loaded appropriately – each resource opened in a new tab.</p>
<p>Slide 1 (Title and Navigation Demo)</p> <ul style="list-style-type: none"> • Were you able to view the navigation demo video? • Did it cover all aspects of the player? 	<p>Yes, I was able to view the video. Of note, is the “static”-y transition between video topics purposeful? I wasn’t sure if something was wrong with my connection or if that was meant to be the transition.</p>  <p>It did cover all aspects of the player.</p> <p>The navigation video was well done. I thought that blurred effect was intentional.... tm</p>
<p>Slide 3 (Click icons to reveal)</p> <ul style="list-style-type: none"> • Did this slide make sense to navigate? • Did mouse hovers reveal topics? 	<p>Yes, the instruction was to click on an icon to learn more, and it was easy to do so. I do wish the way to exit the popup was clearer – on my screen, the “X” icon is dark grey and placed over the “Resources” section, so it’s not necessarily the easiest to find.</p> <p>This slide is visually appealing, but confusing. “click the icons to learn more”? Learn more about what? I would complete the sentence.... To learn more about secure passwords. The hover</p>

<ul style="list-style-type: none"> • Did clicking icons open relevant popups? • Were popups easy to read? 	<p>function works well, as [REDACTED!] said the “x” to return to the master slide is hard to find. Can you put a “back” button on the pop-up screen so learners know how to get back? The information was easy to read and informative. tm</p>  <p>Mouse hovers revealed topics on all five icons, and clicking on each icon revealed the appropriate popup. Popups were easy to read, and text was clear.</p>
<p>Slide 4 (Find the Red Flags)</p> <ul style="list-style-type: none"> • Did the icons all interact upon mouse hover? • Did they all have expanding popup text with narration? • Did the title and directions get hidden when you hovered over any of the marker icons? • Is the handwriting text legible? • Does this interactive exercise make sense? 	<p>I moved my mouse over the notebook without thinking, and the instructions disappeared. I had to go back to the previous slide and return to see the instructions. Handwriting text is legible. Each interaction was revealed appropriately into an expanding popup with narration. Yes, this interaction makes sense.</p> <p>I love this interaction! Visually appealing again, very clever. The hover works, text populates and doesn't obscure anything. Very cool! tm</p>
<p>Knowledge Checks (Questions 1-3)</p>	<p>Yes, each knowledge check performed as expected.</p>

<ul style="list-style-type: none"> • Did the radio buttons, check boxes and submit buttons display and interact appropriately? • Did feedback display appropriately? Did feedback submit trigger send you to the next slide? 	<p>Everything functioned properly. The questions were relevant to the materials, feedback was given for correct and incorrect answers. tm</p>
<p>Knowledge Checks (Questions 4)</p> <ul style="list-style-type: none"> • Did this question make sense? • Were the instructions clear? Did the “Send me a passcode” button load a text message reading 4077? • Did typing that number and submitting work as expected? • Did feedback display appropriately? • Did feedback submit trigger send you to the next slide or back to retry? 	<p>Yes, this knowledge check performed as expected, and navigated me to the next slide at the end. I didn’t find it terribly intuitive (I think because the “Type Here” box is blue, like the Submit button?), but I was able to follow the instructions and execute appropriately.</p> <p>Also the Passcode text message sound scared my cat :D</p> <p>I think this is another awesome example of your creativity. The slide is well built, everything functions as you intended. I didn’t have problems with navigating or figuring out what to do. tm</p>
<p>Knowledge Checks (Questions 5) This is a branching question, please try submitting an incorrect question first, then watch the video, then retry with correct answer.</p>	<p>When I hover over “Click to open Password Tips & Tricks Guide,” the font size changes significantly.</p> <p>Ha, I’ve seen this document before! 😊 The document opens in a small window – I know to select the hamburger menu to minimize the sidebar to make it bigger (then use Zoom), but I don’t know that all of your learners would know that.</p> <p>You’ll have to teach me how to do this – I’d love to try something with free text entry in the future! The knowledge check performed</p>

<ul style="list-style-type: none"> • Did this question make sense? • Were the instructions clear? • Did the link to open the Password QRG work? • Did typing an answer and submitting work as expected? • Did the video load? • Did the video help you create a complex password? • Did feedback display appropriately? • Did feedback submit trigger send you to the next slide or back to retry? 	<p>as expected, the video loaded correctly (good job, Fran!) but the slide was a bit busy – could this be broken up into multiple slides? When I attempted to submit a “correct” password that I thought of, I could not – I clicked “Check your password,” and the button depressed, but nothing happened. I created a second password, and that seemed to work – so...not sure what was going on there.</p> <p>Yep, [REDACTED!] is right, hovering over “click here to open password tips and tricks guide” makes the text change to a much smaller size. Again everything worked.... Except I used [REDACTED!] as my password and it accepted it (although I used my cat’s name and dob) When I clicked on the tips and tricks guide the PDF came up, but again there is that vague X in the upper left outside of the player screen to close out of it that is difficult to see. The video played, but didn’t have any sound for me. I’m assuming there was narration. Feedback submit trigger took me to the next screen.</p>
<p>Can questions be answered based on only knowledge acquired in module?</p>	<p>Considering I’ve spent the last three weeks developing security training for my own organization, it’s hard for me to say for sure, but I believe so.</p> <p>Yes, well written to the material. tm</p>
<p>Is there any information you found unnecessary or missing from the target audience’s viewpoint?</p>	<p>No, the information was streamlined and not repetitive, and the knowledge checks did not introduce new information.</p> <p>I agree. tm</p>
<p>What did you like the best?</p>	<p>The format was simple and easy to follow, and it was interactive without being annoying about it. The design is cohesive and has nice contrast.</p> <p>I love the creativity of your activities. I think this will be very engaging for your learners. You have a clean look and aesthetic. You’re an excellent designer!</p>
<p>What needs work?</p>	<p>See specific notes above.</p>

<p>Additional feedback and/or suggestions? (The final project for school will not be the final version of this CBT, so while it may not be feasible in the short term, this project will be put into use on a real website and all suggestions will be considered for future iterations.)</p>	<p>It is interesting that a learner could conceivably just hit Next and skip through everything to get to the knowledge checks (that's why I disabled those navigation buttons in my own interaction). Was that intentional?</p> <p>I agree with [REDACTED!], you want your learners to complete the material before progressing, scaffolding the learning experience. I'd build in stops and have them complete each slide or activity before the next button works. tm</p>
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