

User Advisory Group – LUXCE UP Testing

Group A

Location: NAS Fallon, NV

Test Date: 23 August 2022

Moderator/Facilitator Script

Introduction:

[Italicized blue text in square brackets consists of instructions to you and should not be read aloud to users.]

Thank you so much for your help today.

I'm reading this script because we want to ensure we provide the same instructions to each participant. I'm working on behalf of the NOMS/JOMS LUXCE (the Lean UX Center of Excellence) team.

Our goal is to engage users early and often as partners in the design of the system and roll out improved mission planning tools that provide enhanced functionality, based on the feedback received from your input.

I'm here to walk you through the tasks and colleagues will be taking notes. During this session, I won't be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expected to have happen.

During our session, I will be asking you to interact with the system to complete mission planning tasks, answer some associated questions, and then complete a short survey. Your job is just to be yourself, act as you naturally would, and share your candid thoughts with us – both positive and negative. You are not being tested; the usability of the system is. We want you to evaluate how well the software supports your workflow while completing the tasks.

Please think aloud as you use the system. If you get to a point where you would naturally stop working, let me know. Just tell me when you're finished.

If you ever feel that you are lost or cannot complete a task with the information that you've been given, please let me know.

If at any time you need to take a break or stop the session, please let me know.

Your feedback will be combined with other participants when we report out our results; we will not identify you in those reports.

Today, you will be viewing an interactive prototype. This means some of the buttons and controls may not act as expected, if you run into this problem, please explain what you believe should be happening. You may experience some delay between your mouse movements and the system recognizing your actions, please allow some processing time. The prototype also only allows for mouse clicks. You will not be able to enter your own data and any data entry required will be prepopulated for you. There may be some points in the prototype where I will ask you to explain what your next steps would be without interacting with any controls. Here, we are interested in your expected workflow so that we can develop future screens that will support you in these tasks.

We're ready to get started, but do you have any questions before we begin?

For our reference, could each of you please briefly explain your current rank and roles.

Now you each will be doing some hands-on work, please direct your attention to the prototype on the laptop. You will be tasked with general navigation and planning duties through this sample UI.

[Ask the following questions, then pause while the participant explores the system and answers the questions/completes the tasks. You may want to dig deeper into some of their responses so sample probes have been provided.]

*Remember some **silence is okay**. This can prompt users to continue talking and may uncover more valuable thoughts/feedback. Use your judgment when deciding whether to move into another task/question/probe.*

[Task 1: Logging in and opening an event via library]

1. You were tasked to plan a training event using a version that already exists in the system. Login to get started.

MODERATOR NOTE: for the next task, please **COUNT THE NUMBER OF CLICKS** the operator makes from the time they've been given the task to the time when they verbally confirm they have found it.

Click Count

2. Please open the event called "Training Event" and please verbally confirm when you've found it. *[This will be under library □ favorites]*
[If user is struggling to find where it is contained and stops for looking you can ask something like:
"Where are you expecting to be able to find the event? [pause for response] Can you explain your reasoning?"
"Is there anywhere else on the screen that might make sense to open the event from?"]

[Task 2: Viewing plans and autorouting]

[Event task: Import ATO]

3. Please go to the place in the system that allows you to upload ATOs
4. Explain to us how you would expect this function to work.
5. Please exit out of the pop-up.

[Mission task: Routes functionality]

6. Within Training Event, please open Hammer.

7. Within Hammer, please find where you could change Hammer11's unique identifier. *[watch for where they look to enter it, do they know tail number, or do they call it something different?]*
[if they think it could be one of two places, ask them – Can you tell me more about those two identifiers. How are they important to the a/c?]
8. Please open the routes contained in this mission. *[Under aircraft configuration in the active plans drawer]*
9. Some of this route has already been planned. Please include an orbit on your route.
10. Create the route. *[New route would be created via autorouter]*
11. *Confirmation modal:* Based on what you see here, what option would you normally select?
[pause for response] Can you explain your reasoning for this choice?
12. For prototyping purposes, please discard the original route.
13. Please go view your new route graphically. *[watch to see if they click the view on map button or the map icon in the left hand nav]*
14. After generating your route, would you expect the system to take you directly to the graphic view? *[Possible probe: What, if anything, could be improved?]*
15. Can you describe the state of the map that you would expect to see after generating this route.
[where would the map be centered? Would anything be highlighted?]

[Task 3: Manual route planning]

16. Please open Tron. *[This is a new mission]*
17. Assume no routes currently existing in Tron, please create a manual route that has 5 waypoints.
[Clicks route icon in the right nav]
[if they try to click routes in the active plans drawer, ask them what would you expect on that page?]
Then proceed to this question: Is there any other way you would expect to be able to create a manual route?

Call out AFTER they've clicked create manual route in right nav: Your cursor is now a white plus icon located in northern California. Please continue creating your 5-point route.

[Allow the user to figure out how to use the toolbar and "drop points" to make up the route – note: dropping points will be somewhat unrealistic due to prototyping capabilities]

18. Please calculate your route.

19. What does calculating the route mean to you?
20. Open the tabular editor. *[Clicks the calculate icon, banner opens showing successful calculation and the option to open the summary or tabular ☐ click tabular]*
21. Please update waypoint 3 to a Marshal point.
22. Please re-calculate your route. *[Click calculator button]*
23. How do you know your route was successfully re-calculated? *[possible probe if they didn't recognize easily or didn't like it: how would you expect the system to notify you when your route was re-calculated?]*

[Task 4: Free Planning: Create new airspace collection]

Assume you've completed the tasking with the mission above and you were just given new tasking.

MODERATOR NOTE: for the next task, please **COUNT THE NUMBER OF CLICKS** the operator makes from the time they've been given the task to the time when they are ready to move to the next task and create a shape (if they click create before being instructed, stop counting clicks).

Click Count

24. Make a set of new airspaces that is not attached to any events or missions *[allow user to search and find this functionality – under the create tab or can go to shapes & click “Shape Collection”]*

Note: they may try to exit out of everything they had open on the screen. You can ask: Please explain what you are trying to do right now?

25. Please create a 5-sided polygon for this collection.

Call out AFTER they've clicked the polygon icon in the shape editor: Your cursor is now a white plus icon. Please continue creating your 5-point route

[Allow user to click create and create the shape on the map – due to limitations they will not actually be able to draw a shape]

26. What manipulations would you expect to be able to perform with shapes on the map?
User should commit the shape – if they don't you can instruct with: Please add this shape to your collection.

[Task 5: Clone a mission]

27. Please find Bolt. *[Find Bolt in the library]*

28. Please duplicate Bolt. *[Three-dot menu] [Watch which option in the clone modal they select (clone vs clone and open)]*

29. How do you know your clone is being successfully created?

[Post-evaluation survey]

[Survey part 1—System Usability Scale (SUS)]

Handout surveys for the operators to fill out on their own. Once done, proceed to survey part 2.

Please ensure surveys correspond to Participant number used within the tasks.

[Survey part 2]

We just have a few more questions.

1. Of the features or functionality that you used today, which did you like best or would use most often?
2. Which features or functionality do you think you would rarely use?
3. Of what you saw today, what one thing do you feel is most important for us to change about the software?
4. What was missing? Which features or functions would you like us to work on next?
5. Anything else you want to tell us?

Thank you once again for your participation. It is greatly appreciated!