

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Purpose of RLO: This is an extension for a larger program that is designed to develop civic engagement leaders in immigrant communities in Atlanta, but the RLO itself could have other uses

RLO Objective: Identify legal working status for persons residing based on residential status and background

Target Audience: Refugees who want to expand participation in government, advocacy and policy in Atlanta to represent their communities

- English is a second language for many students, but they all have basic reading, writing and speaking fluency
- Most have attended and graduated from a 4-year university
- Ages vary from 20-38
- All participants are motivated to develop as leaders in their communities

Scenario information:

- This RLO will be done as an extension to the program session on Justice and Law Enforcement outside of program hours.
- The RLO will serve participants in different ways depending on their background, but the hope is they could explain the basics to friends and family in the community to push for advocacy among refugee and immigrant communities.

Option 1.

1. Download Platelet Function Test RLO zip file.
2. Save the attached zip file to your computer.
3. Extract (unzip) the file.
4. Double-click the story.html file.

Option 2.

1. Open the web version located [here](#):
2. To leave comments directly in the web version, click on the arrow pointing left on the right side of the screen. It should expand to allow you to leave comments in the RLO itself. You will need to provide an email address to leave a comment.

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Tester's Name: Laura Beckman

Browser: Chrome

Operating System: Windows

Browser Version:

Navigation	Observations	Corrections
Are purpose and location of navigation tools easy to identify without direction?	<p>Yes, the arrows are pretty obvious and the symbols of the house and speaker are easy to identify as a home page/menu and the audio option. Changing the color on your three main menu options is helpful in knowing that those are clickable and will take me to specific areas of the training.</p> <p>Oddly, the arrows at the bottom disappear sometimes on the home screen. Not sure if that is much of a problem since this is the main menu and the next screens are accessed through the three buttons.</p> <p>Suggestion, there are some screens, like in the knowledge checks, where the arrows are not the means for navigating to the next page. It might add more consistency to use arrows for navigation on all screens.</p>	<p>Arrows disappearing has been fixed. It was due to a default timing set on some screens.</p> <p>The screens missing some forward arrows was an intentional choice so that people could not skip knowledge checks and move through the branching scenario without choosing.</p>
Are verbal descriptions of navigation tools consistent throughout and provided when needed?	<p>The introduction narration explaining the navigation was clear and helpful I was unable to replay it on the main home screen. The audio speaker button doesn't seem to do anything.</p> <p>In the knowledge check screens, the hexagon with the question mark was a little confusing at first. It was explained when I got a second answer attempt wrong (intentionally), but it would be helpful to explain that button in the instructions screen that came before the questions.</p>	<p>The audio speaker as stated on the navigation overview is in red because it is meant to mute not replay.</p> <p>The question mark is now explained on the first screen.</p> <p>The narration did not have a problem, again that red button is solely for muting the audio for those who do not want to hear the narration. I'm not sure why it did not play. It has been checked and they all play.</p>

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

	<p>I also noticed that there was no audio button for the role play screens. I could see the narration at the bottom but I couldn't hear anything.</p>	
<p>Is the branching scenario easy to navigate and understand for the user?</p>	<p>The text is a little tricky in places. For example, the answers on the "Can I legally work in the US" screen with the refugee status flips back and forth from 2nd person to 1st person language.</p> <p>The wording for the "Do I need my employer sponsor to remain in the U.S." question/answer choices was a little confusing. The question lends itself to a yes/no answer, but that's not how the choices are framed. There was also a seemingly random "open in another screen" option in the corner of the second choice text answer. Not sure if you meant for that to happen.</p> <p>I also noticed that the "complete training" button was only available in the path options connected to the guy in scrubs.</p> <p>I liked that I could go back and try different paths!</p> <p>Suggestion, it might be nice to be able to toggle back to the original answer choices in the different branching scenario screens to see what answer the detailed text is referring to. It was locked into that text mode after I clicked it and I couldn't go back to remember what I had originally clicked to get that text answer.</p>	<p>The person has now been changed to all first person.</p> <p>The question in the title was changed to reflect the question in the recording.</p> <p>I added a button to go back to the prior slide in the branching scenario.</p>

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Do all navigation tools function properly?	<p>I can't seem to get the audio button to work correctly. When I was on the home screen, I was able to turn the audio narration off with it, but I couldn't get it to turn back on again.</p> <p>The back arrow doesn't go back very far once you get past the knowledge checks.</p>	<p>The audio narration button feature in the program only has "mute" as an option. I worked around this by adding a replay button.</p> <p>Back after knowledge checks must be done by going home.</p>
Audio Narration		
Is there sufficient audio narration to meet the 508 requirements and beyond?	I could not access any audio in the slides beyond the introduction and home menu screen.	The narration should play unless the mute button is pressed. You can turn it back by playing replay now.
Is narration clear and easy to understand throughout?	Narration (especially with the CC on the video) is very clear and easy to understand.	
Visual Design		
Is the color choice easy to read and identify important things, while meeting 508 standards?	Great color combinations for legibility and for communicating key interactions within the slides.	
Do fonts and characters/icons seem consistent throughout (uniformity) and easy to read and understand?	Yes on uniformity. The font size in the graphic with the five columns is a little small making it more challenging to read compared to everything else in the project.	

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Are there enough visuals to assist with understanding verbal and written content?	This is a challenging topic to provide visuals for, but I think you did a nice job of it!	
Knowledge Check and Branching		
Could the questions be answered based on content provided without returning to the content?	<p>If a learner has watched the video and read over the graphic with the five different statuses, then yes.</p> <p>I was expected more knowledge check questions to come for the Eligible to Work section/objective, but didn't see any. (I also didn't see a video for this on Youtube or in your project). Is the role play meant to serve that purpose instead?</p>	The second content slide is now a click slide. The videos were not uploading properly so the first video now sends the learner to youtube and they return by pressing back.
Did all feedback show up after wrong answers and was it helpful and clear?	<p>Yes, I thought the feedback was helpful and clear. The hint in addition to directing learners to review with the question mark button was a nice scaffold.</p>	
Were correct answers identified for you to move on and is that clear?	<p>It seemed like if I didn't get an answer correct after a few tries, I had to go to the review screen and figure it out and try again until I got the questions correct.</p> <p>Something that is a slight issue is that after getting the second knowledge check answer wrong and reviewing, I had to answer the first question again before being able to redo the second question. Obviously, at that point I would know the answer to the first question, but it would be smoother to be taken back to the question I was on after the review instead. The fewer mouse clicks, the better here, I'd say!</p>	This is something that was intentional for learner reflection when not answering something correct three times.

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Did you find the branching scenario felt somewhat engaging and centered around the objectives? Were new things learned in the branching scenario.	I definitely found this part engaging! I liked exploring what all those definitions meant in context, imagining actual people in these roles. I learned things from this training for sure, and the branching scenario helped solidify my understanding in the abstract ideas.	
Did the branching scenario flow well for you?	<p>As mentioned before, I noticed that the “complete training” button was only available in the path options connected to the guy in scrubs.</p> <p>I liked that I could go back and try different paths!</p> <p>Suggestion, it might be nice to be able to toggle back to the original answer choices in the different branching scenario screens to see what answer the detailed text is referring to. It was locked into that text mode after I clicked it and I couldn’t go back to remember what I had originally clicked to get that text answer.</p> <p>The back arrow button wouldn’t bring me back to the two different people when I was in some of the goatee guy’s screens. It would loop me between two screens.</p>	This was intentional because the other character was not a full branching scenario so the learner needs to do both characters if Jose is chosen first.
Overall		

Right to Work RLO Usability Test

Course: Civic Pathways Leadership Program Extension

Designer: Kathleen Callahan

Do you think the objectives were met?	<p>I'm wondering why the first objective mentions 4 types of residential statuses when your graphic represents 5. There are some solid examples given throughout the training, though.</p> <p>The second one will likely be met with the video included. The branching scenario certainly addresses it as well.</p>	One of the statuses is refugee but this is not actually a residential status they are either undocumented or temporary till granted permanent residency. (limbo)
Did you feel like the information could be useful in other contexts?	I could see this information being useful for people entering the US for whatever reason, but also helpful for employers hiring employees. I think anyone who might have loved ones interested in moving to the US could find this helpful in providing those people with advice about their options.	
Were videos easy to follow and clear with visuals and narration?	I only had access to the video about the different residential statuses, but it was easy to follow with helpful visuals and narration. It might be nice to break it into a few smaller chunks if possible somehow.	
Any other comments or suggestions?	You have brought that storyboard to life! I know once you get those videos integrated this will be a valuable learning tool!	