Competency Compass Usability Script
ENGL5181 Spring 2022
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Introduction

Thank you for agreeing to meet with me today for not more than 30 minutes. My name is Anne Cooper Moore. I am a student in ENGL5181 Writing User Documents. The University Career Center requested the class conduct usability testing of their "Competency Compass" as a course assignment. The Career Center wants to gather input from potential users of the website: UNC Charlotte students, alumni, and others who interact with students who might use the website. I am not associated with the Career Center and do not have any ties to the website you will be testing. The purpose of the usability test is to get your feedback on what works, what doesn't work, and what might be improved. Don't worry if something doesn't work. This is a test of the website. Your skills, knowledge, and performance are not being tested. There is nothing you can do wrong. Don't be nervous.

You do not need to prepare for the usability test. You will visit the website on your computer while in Zoom. During the test, I will record your face, audio, and the screen in Zoom, take notes, and record time. Please follow the task list as you perform the tasks on the website. If you get stuck, just move on to the next task. As you move through the tasks, please speak out loud what you are thinking and doing and any comments that come to you. Throughout the test, you will work independently. I will not help you navigate the interface. I will ask a few questions about your experience at the end of the usability test. Before you start the tasks, I will ask you a few demographic and background questions, which I am asking each participant.

Informed Consent

Today you will participate in a usability study of the "Competency Compass" website. As mentioned earlier, I will record the session on Zoom, take notes, and keep time, so I do not miss any of your interactions with the system and your comments. I may incorporate snippets from the Zoom recording into my report to support the recommendations to improve the website. All of your feedback is anonymous and confidential. You will not be personally identified. Our interaction will be kept confidential. We can stop at any time if desired. Now that you have heard the guidelines, do you have any questions or concerns? Do you provide your oral consent to continue with the test?

Pre-Test Survey:
1. What is your UNC Charlotte relationship status? (Check all that apply.)
    a. Current Undergraduate Student
    b. Current Graduate Student
    c. Alumni

        d. Employee

        e. Other

        f. None

2. What is/was your field of study?
3. What type of computer will you use today?
   a. Mac or Windows?
   b. Desktop or Laptop?
4. What browser will you use today?
5. How often do you use the Career Center (including the website)?
   a. Never
   b. A few times a semester (2 or more)
   c. A few times a month (2 or more)
   d. A few times a week (2 or more)
   e. Daily
6. Have you used the "Competency Compass" before?
   a. Yes
   b. No

Transition to Tasks

Now I will give you a list of the tasks you are to perform beginning from the [University Career Center website](https://career.charlotte.edu/) (https://career.charlotte.edu/). During the test, you can stop at any point. If a task becomes too frustrating or time consuming, just move on to the next task. It is important for you to say your thoughts aloud as you are working through each task because it will give me valuable information about the usability of the website. Please keep in mind that it is the website that is being tested, not you. Do you have any questions before we begin?

Personas
Those who are not current students will be asked to assume one of two personas:
1. Undergraduate freshman looking for internships to build your leadership skills.
2. Undergraduate senior crafting a resume that highlights the competencies you have developed that you think will be valuable to potential employers.

Tasks:
1. Keeping in mind that you are a student at UNC Charlotte, find a list of competencies employers look for among recent college graduates regardless of major on the University Career Center website (https://career.charlotte.edu/). Click on the link. (Note: Ignore "Competency Compass" at the top of the page for right now)

2. Find a couple of sample behaviors demonstrated by those who have the "Communication" competency.
3. Remaining on the same page, take a look at what is on the page. What does the page say the "Competency Compass" is or does?
4. What does the name of the website (Competency Compass) make you think you will find on the website?
5. Before you go into the "Competency Compass," locate a video that introduces the "Competency Compass" from the Career Center website.
6. What happens when you access the "Competency Compass"? What did you do next and why?
7. Enter the "Competency Compass" and find a list of classes that help you build and demonstrate that you are competent in "critical thinking." Click on one of the classes, review the description, and note the stars on the right. What do you think they mean?
8. Scroll to the top of the webpage and find a list of activities you can participate in or perform on campus that would help you develop your "teamwork" skills.
9. On this webpage, is there a way to search the website? Search for "toastmasters." How do you interpret the result? Click on the result. Now how do you interpret this result? Hit the back button and try another keyword or phrase search about something you might be interested in finding on the site (perhaps your major).
10. Imagine you are a senior preparing your resume to begin applying for your first job after graduation. How would the "Competency Compass" help you? Feel free to look around the site more to answer this question.
11. Now that you have explored the "Competency Compass," return to the Career Center website from the "Competency Compass."

Post-Test

Now that you have completed the tasks, I have a few follow-up questions to ask:

1. Would you use the "Competency Compass"? (Yes/No) Why/Why Not?
2. If you are a current UNC Charlotte student, what have you already done on your own to find out about activities, courses, and careers? If you are an alum, staff, or non-UNC Charlotte affiliate, what did you do to find out about activities, courses, and careers when you were in school?
3. Which features are the most intuitive and useful? Why/Why Not?
4. Which features are confusing or difficult to use? Why/Why Not?
5. Are there any features that should be added?
6. What would you name the "Competency Compass" website?
7. Are Activities and Classes the right terms for their respective sections of the site?

8. Do you have any other suggestions to improve the service or interface?

If you think of anything else in the next few days, please let me know. (Provide an email address if the participant does not have it.)

Wrap Up

I will analyze the data gathered from the usability tests I conduct and present recommendations for improvement to the designers of the "Competency Compass" at the end of this semester. They hope to integrate the changes before the fall semester begins.

Thank you for your time!