**Miami-Dade EOC Usability Test - July 1, 2010**

**Overview:** This is a short usability test for the virtual Emergency Operations Center (vEOC) consisting of three parts. First, we will examine the Trainee Console. Next, we will examine the exercise developer console. Finally, we will conclude with a short survey regarding your experiences.

**Part I: The Trainee Console**

Dr. Madey: Can we record?

Sara: Log into the Human Services -> Salvation Army Position

Open a ***Firefox*** web browser and enter the following URL into the address bar: <http://veocdev.crc.nd.edu:8080/veoc/RegularLogin2.php>

NOTE: the software will not work yet on any other browser

Ensure popup blockers are disabled

Login in to the vEOC using the ***Hurricane*** script and use the Public Safety Group **Coast Guard** position

username:

password:

If the player is already chosen, choose another player.

Once you log in, two main panels will appear on yours screen, the main panel on the left, and the exercise panel on the right.

Take a few moments to go through the various options on the two panels and familiarize yourself with the system.

**Task I** Pretend you are participating in an exercise. A hurricane has just hit Miami. Post a mission/task to the Salvation Army to provide care centers for refugees of the storm.

**Task II** Check to see if any shelters are currently open.

**Task III** Have a face-to-face conversation with the Salvation Army regarding the mission request you sent earlier.

**Task IV** Submit a resource request for 200 sheets of plywood needed by John Adams at the Build a House agency. Check the status of your resource request.

**Task V** Post a position log of the actions you have taken including a summary of the shelter situation.

Logout of the trainee console

On a scale of 1 to 5, with 5 being the most difficult and 1 being the easiest, rate the difficulty you experienced completing these tasks.

**Part II: The Exercise Developer Console**

Log in again to the trainee console (<http://veocdev.crc.nd.edu:8080/veoc/RegularLogin2.php>)

Open a new tab in Firefox and log into the VEOC as an exercise developer (<http://veocdev.crc.nd.edu:8080/veoc/RegularLoginSM.php>)

Take a few moments to go through the various options on the two panels and familiarize yourself with the system.

**Task I** Create a new script for your users using the script developer.

**Task II** Add an inject that has already been created in the database. Change the time to anytime between 0000 and 0010 seconds. (eg 0005) Change the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Also, for now, do not use any apostrophes in the message text. Add another inject that has already been created in the database. Again, change the time to anytime between 0000 and 0010 seconds. (eg 0005) Change the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Also, for now, do not use any apostrophes in the message text. Also, use a different communication medium from the first inject.

**Task III** Create an entirely new inject and add it to the database. Set the time to anytime between 0000 and 0010 seconds. (eg 0005) Set the sending agency to the Salvation Army and the receiving agency to the Coast Guard. Do not use any apostrophes in the message text. Use a different communication medium than the other two injects you just created.

**Task IV** Delete the first inject you added to the script.

Sara: Log into the Human Services -> Salvation Army Position (under Troy’s script)

**Task V** Use the exercise controller to test the script you just created.

**Task VI** Look at your thePlayer Report. NOTE: it will be of the form testuseryour\_script\_nameCoastGuard1July2010

Log out of the Exercise Developer Console

On a scale of 1 to 5, with 5 being the most difficult and 1 being the easiest, rate the difficulty you experienced completing these tasks.

**Part III: Follow-up Questions**

1. Identify three player evaluation metrics you would like to see used in this program. Such as time to complete a task etc.
2. Is there any parts of the user interface that you feel are unnecessary?
3. Is there any additional parts of the user interface that should be added?
4. Identify three items that would be helpful in making a critical decision, such as cost to the county, lives saved etc.
5. Rate your experience with the user interface ( very pleasant, pleasant, fair, poor, awful.)
6. Do you have any additional comments?