

Evaluation Plan for Help Yourself Web Site

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HELP YOURSELF WEBSITE EVALUATION PLAN

Introduction

Purpose of Evaluation Plan	The purpose of the Help Yourself Website Evaluation Plan is to define the process by which the site will be evaluated.
Plan Goal	Increase overall value of the Help Yourself Website and assure the relevance of it's content.
Plan Objectives	<ul style="list-style-type: none">• Improve overall value of the web site to the end users and the COE• Establish a method for evaluation of the site.• Assure structural and navigational integrity.• Assure ease of use.
Primary Audience	COE and Power Users

Evaluation Approach

Evaluation Overview

This plan establishes a method for evaluation of the Help Yourself website. This plan is designed to assist the [REDACTED] development team in obtaining data that will ultimately improve the site.

The COE and power users are the primary target of the evaluation. The site coordinator will collect the evaluation data and incorporate changes based on the evaluations. Changes will only be made following acceptance by the [REDACTED] development team. Suggested changes and issues associated with the site will be compiled and presented to the [REDACTED] development team by the site coordinator for change consideration and implementation.

Evaluation will occur on three levels that will be defined in the Forms of Evaluation section of this document. The three evaluation levels are:

- Function Check
- Usability Check
- Relevance Check

Forms of Evaluation

INTERNAL TESTING

Function Check

Function Check refers to evaluation normally done pre-implementation by the development team or by appointed QA personnel, and periodically throughout development changes. This evaluation addresses issues around site functionality. Specifically it refers to the functional verification of all the navigational links and interactivity within the site. The form for Function Check evaluation is found in Appendix A: Function Check.

The Function Check form is an identification form designed to evaluate all areas of the Help Yourself Web Site and will require changes with enhancement and changes to the site. The basic objective of this check is to verify that all links work correctly and navigate where they are suppose to. Any discrepancies in the site must be logged and forwarded to the appropriate individuals for correction. The site coordinator will be responsible for seeing that discrepancies are resolved and ultimately corrected on the site.

Timeline

Function Checks should be done on a periodic basis to assure that all functionality still works properly. The timeline for such checks is not fixed. The general rule is that with major changes to the site, internal function checks should be done. Prior to a full go-live of the site a full function check should be done.

EXTERNAL EVALUATION

Usability Check

Usability Check generally refers to evaluation done by the end user to weigh the site in regard to ease-of-use, logical interface, and simplicity of language. The form for Usability Check evaluation is found in Appendix C: Usability Check.

The Usability Check is designed to evaluate all major content areas of the Help Yourself Web Site and will likely require changes with enhancements and major changes to the site. The basic objective of this check is to verify that the site is easy to use. Any discrepancies in the site must be logged and forwarded for seeing that discrepancies are resolved and ultimately corrected on the site. In addition, the Usability Check evaluates the graphical user interface and layout of the web-site and its contents.

Timeline

Usability evaluation is recommended during initial implementation of the site, followed by evaluation approximately six months later to validate initial results or show how use of the site has changes user opinions.

Relevance Check

Relevance Check refers to evaluation normally done by the end user to weigh the site contents for relevance and usefulness. The form for Relevance Check evaluation is found in Appendix D: Relevance Check.

The Relevance Check form is a checklist of content areas that populate the site based on communities. This form will change with changes to the site in order to, periodically evaluate the site contents for relevance and usefulness. Appendix D is a sample document and will need to be updated to reflect current content of the site before it is used as an evaluation tool.

Evaluation with the Relevance Check may be done by selecting segments of the test that the site administrator knows are associated with a given set of evaluators. This can be done as opposed to expecting evaluators to complete the entire form when only a portion of the evaluation reflects the evaluator's knowledge and site usage.

Timeline

Relevance Checks should be conducted on six to nine month intervals to assure that content stays relevant and useful. The standard maintenance process will assure that content generally stays fresh. The Relevance Check will weigh the actual usage of that material.

APPENDICIES

- **APPENDIX A: Function Check**
- **APPENDIX B: Discrepancy Log**
- **APPENDIX C: Usability Check**
- **APPENDIX D: Relevance Check**

APPENDIX A: Function Check

Tester Name: _____ **Date Tested:** _____

Use the Function Check to verify that all links and navigational elements work properly. **This form does not represent all links and assumes that all links related to each item listed below are being tested.** Give each discrepancy a number and use that number to identify the problem on the Discrepancy Log (Appendix B). The site-development team should conduct this function check.

SITE LOCATION	Discrepancy/Comment Number(s)
ENGLISH SITE	
Splash	
Home	
Internal Sites	
External Sites	
Glossary of Terms	
Support	
Documentation	
Collaborative Support	
Availability/Access/Security	
Training	
Job Aids	
Training Materials	
Course Catalog	
Course Registration	
Communities	
COE Production Support	
Power Users	
HR	
SCM	
V&C	
BW	
Contribute	
Feedback	
Submit Problem Resolution	
Search for Problem Resolution	
Submit Success Story/Recog.	
Search for Success Story/Recog.	
SPANISH SITE	
Suporte	
Entrenamiento	
Grupos	
Contribuya	

APPENDIX C: Usability Check

Circle all that apply:

Level of Web Use: Never, Monthly, Weekly, Daily

Tester Role: Site Developer, COE Production Support, Power User

Work Communities: COE Prod. Support, HR, V&C, SC, BW Other _____

Work Location: _____

SCALE

Place an X in the box that corresponds to your assessment of each item.
1 - Strongly disagree 2 - Disagree 3 - Agree 4 - Strongly agree

CONTENT	1	2	3	4
The information on the site is useful information.				
<i>Comments</i>				

Organization and Navigation	1	2	3	4
The site is easy to use.				
<i>Comments</i>				
	1	2	3	4
The content is easy to find.				
<i>Comments</i>				
	1	2	3	4
The links are logical.				
<i>Comments</i>				
	1	2	3	4
I like the way the site is organized.				
<i>Comments</i>				

Layout	1	2	3	4
I like the general layout of the site. (margins, font size, graphics, etc)				
<i>Comments</i>				
The layout adds to the ease-of-use of the site.				
<i>Comments</i>				

Performance	1	2	3	4
The web pages load quickly.				
<i>Comments</i>				

Readability	1	2	3	4
The descriptions and instructions are easy to understand.				
<i>Comments</i>				

Spanish portion of site	1	2	3	4
The Spanish portion of the site adds great value.				
<i>Comments (please make any comments relative to the Spanish portion of the site here.)</i>				

General Comments

1. What do you like best about the site?

2. What do you like least about the site?

3. What would you like to see changed?

4. What suggestions do you have that would add more value to the site for you.

5. Additional comments?

Readability / Language

For this portion of the evaluation you will determine if the language used is simple and easy to understand. (Keep in mind that the primary audience speaks English as a second language.) To perform this check, evaluate the content of the site not the content of the attached documents. Indicate your opinion by placing a check mark in the "Pass" or "Fail" column. Please make comments to specify where you believe problems exist. Attach any comments that won't fit on this page.

SECTION	PASS	FAIL
Splash /Home		
<i>Comments</i>		
Glossary of Terms / Internal Sites / External Sites		
<i>Comments</i>		
Support (not the attached documents)		
<i>Comments</i>		
Communities		
<i>Comments: Include COE Production Support, Power Users, HR, SCM, V&C, BW</i>		
Training		
<i>Comments</i>		
Contribute		
<i>Comments</i>		
Additional comments about site language and readability		
<i>Comments</i>		

APPENDIX D: Relevance Check

Evaluator's Name: _____ **Date Evaluated:** _____

User Role: (Circle one) Site Developer, COE, Power User

Work Communities: (Circle one) Basis, HR, V&C, SC, BW, Other _____

Use the Relevance Check to indicate the level of relevance and usefulness each content area has.

SCALE					
<i>Place an X in the box to the right that corresponds to your assessment of each item.</i>					
1 – Irrelevant 2 – Little Relevance 4 – Relevant 5 – Very Relevant NA-Not applicable					
SITE LOCATION	1	2	3	4	NA
Example			X		
SPLASH/HOME					
INTERNAL SITES					
EXTERNAL SITES					
GLOSSARY OF TERMS					
SUPPORT					
Documentation					
• FDDSs/IDDSs					
• Transaction Aids					
• SOPs					
• Job Aids					
• Process Flows					
• BPRs					
• Release Information					
• PSO Shared Documents					
Collaborative Support					
• Newsletters and Reports					
• Ask the Expert					
• Contacts					
• Trouble Ticket Status					
• Change Request Status					
• Submit Trouble Ticket					
• Submit Change Request					
• Problem Solution Database					
Availability /Access /Security					
• System Outages					

• How do I get / change my access					
• Roles and Responsibility Profiles (SP, FR)					
TRAINING					
• Job Aids					
• Training Materials					
• Course Catalog					
• Course Registration					
COMMUNITIES					
• COE Production Support					
• Power Users					
• HR					
• SCM					
• V & C					
• BW					
CONTRIBUTE					
• Feedback					
• Submit Problem / Resolution					
• Search for Problem / Resolution					
• Submit Success Story / Recognition					
• Search for Success Story / Recognition					