

# Formal Usability Test of “IU Account Management Services”

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## EXECUTIVE SUMMARY

### *Introduction*

We tested the usability of the Account Management Services (AMS) web interface at Indiana University online interface. This system allows users to create and administer their Indiana University IT accounts. The goal was to improve the usability of the system for all users.

### *Test Population*

We set out to test novice users with little to no computer experience as our test population. Our theory was more usability problems would be found by selecting this user group. We ended up recruiting mainly people with intermediate to advanced computer knowledge but were fairly new to the AMS system but this group detected many problems even with their more advanced computer knowledge.

### **Formal Usability Test**

#### *Test Setup*

We set up a pair of laptops in the Information Commons at the Main Library. The library was selected to ease user recruitment and to put the user at ease since they are in a familiar environment instead of an unfamiliar classroom. One was for the user to test the system on and the other was for the facilitator to demonstrate the talk aloud sequence. The laptop used for testing had Camtasia software as well as a web cam and microphone to record the video and audio of the user.

#### *Data Analysis*

We used both quantitative and qualitative measurements to arrive at the conclusions of our test. The Quantitative information which was collected included the number of calls for help, clicks to complete a task and time to complete a task. The qualitative information collected included pre and post test questionnaires.

### **Analysis of Test Data and Recommendations**

**Problem:** Users had difficult logging into the system from the main screen.

**Recommendation:** Use standard login button as it appears on other IU websites, once who you are is selected other options disappear, make options less verbose.

**Problem:** Some users were distracted by faculty and staff options that appeared in the AMS system.

**Recommendation:** If logged in as a student, faculty and staff options should be eliminated.

**Problem:** Some users were distracted by the length and number of explanations in the center of the screen.

**Recommendation:** Find a way to eliminate descriptive information until the user requests it, perhaps by leaving it blank until the user mouses over the item.

**Problem:** How to forward emails was not clear, because when you click on “forward your email” it takes you to a screen that also includes primary email setting.

**Recommendation:** make a “forward your email button” available, perhaps as part of a common task list option or as another option in the left navigation menu.

**Problem:** Users hesitated on the “forward your email screen.”

**Recommendation:** Forward email function and set email as primary function should be on separate screens instead of the same screen.

**Problem:** Users had difficulty finding where to activate personal web space.

**Recommendations:** Put personal web space option (currently labeled steel) at the top of the list because it the most commonly used account. Clearly label steel as the “mypage.iu.edu” server, or simply label it as “personal web space.”

**Problem:** No user was able to find the screen where you can view the URL for your personal webpage.

**Recommendation:** In the manage your accounts screen user should be able to see the details of an account by clicking on its name, see details about the account, and modify account options if applicable.

**Problem:** No user was able to find a way to recover or reset their password.

**Recommendation:** Make it clear that user cannot have password sent to them. When user clicks on “reset IU password” password reset process start page should come up, not the page where user can change password if they currently know their password.

## INTRODUCTION

### *Description of the system tested*

The system we tested was the Account Management Services (AMS) web interface at Indiana University (<https://itaccounts.iu.edu/>). When someone begins their affiliation with to Indiana University as a student, faculty, affiliate or guest they go through this system to create their university id and password. After the initial account creation the system enables users to manage their university technology accounts such as e-mail and personal web space among other functions.

### ***Target users and test objectives***

Our target user was an IU network user, ideally one that doesn't have much experience with setting up and maintaining their IU accounts. This could be any incoming student, faculty, staff member or guest. The high turnover rate of students from year to year as well as staff in many hourly positions creates many new users. Our ideal test subject has little experiences with AMS and is not highly technical since our usability goal is to make all users from novices to experts comfortable with the system. We thought more usability problems would be found by selecting the user group that would most likely encounter more problems with the system.

## **METHODOLOGY AND TASK LIST**

### ***Date and place of testing***

Our usability testing was held in the information commons in the main library on September 14, 2006. We chose this location to facilitate user recruitment. At virtually anytime of the day one can find all kinds of students in the main library, many of them are bound to fit our target profile. We also thought that by using an environment familiar to the student it may be significantly less intimidating and would put them more at ease than asking them to find a building that the user has probably never been to and to be in a room surrounded by the testing group. In the library students are probably more comfortable with the large number of other people around them and would probably be less likely to notice the observers and would hopefully be a little less conscious of the fact that they are conducting a test.

Due to the fact we used people who were in the Information Commons of the Main Library as our testing pool we were not able to recruit users that exactly fit our intended profile. The users we did recruit had more knowledge of computers but less knowledge of the AMS which turned out to be the key factor in the usability test.

### ***Test setup***

We found one of the quietest places in the information commons to conduct the test. We set up two laptops along with the camera and headset. Prior to recruiting the first user we rehearsed the whole processes in brief using one of our group members as the user. The facilitator stayed with the test set up while the rest of the group recruited users from the people who were in the library. When a user was found they were greeted by the facilitator and introduced to the team. They were asked to take a seat at the laptop with the camera and headset. The facilitator sat to the right of the subject at the other laptop. The observers/data loggers and the time recorder stood behind the user and facilitator.

The facilitator administered the consent form, explained the major points of the form, asked if the user had any questions and informed the user that they had the right to

quit at any point if they felt uncomfortable. After the consent form was signed the user filled out the pre-test questionnaire.

The facilitator walked the user through a think aloud exercise using the second laptop and then instructed the user to do the same.

At the conclusion of the tasks the user was given the opportunity to give feedback about the system verbally. The user was then given the post-test questionnaire. After filling out the form we thanked them for their participation and offered them a small gift as a token of our appreciation.

### ***Number of participants and length of each session***

We qualified a user to be in the study through asking them questions, recruited the first user and then conducted the testing. And then we again recruited the next user and conducted the testing. Total three users have been recruited and each session took about between 10 and 15 minutes to complete.

### ***Rationales of tasks selection and scenarios***

Since our goal is to improve the usability of major features of the AMS, we selected five tasks users would typically perform and arranged each task in both a logical way order and from an easier task to more difficult task. For example, the task of 'Login to the IU account' is placed first since other tasks can be done only after this task. The task of 'Find a way to get your password reset' is placed last since it is one of the most difficult tasks. This placement is to avoid the possible situation where users feel so frustrated by a difficult task that it affects the rest of the testing processes in a negative way.

We used OneStart site for scenario 2, our login test, since we found logging into the AMS through the central authentication system difficult and had already tested this portion. The OneStart portal is very clear as to how to login so we were able to test the password reset task only.

### ***Scenarios and tasks***

#### **Scenario 1:**

You are an incoming student at IU. Before you arrived you set-up your IU login, and by default your Indiana.edu email address. Now that you've arrived you realize that the web mail for your IU account is lame, so you need to change a few things and set-up your personal web space.

**Tasks:**

- 1) Login to the IU account management system at <http://itaccounts.iu.edu>
- 2) Forward your Indiana.edu email to an outside account (you do not have to actually forward it, but you must find where to do this and get into the screen where you would put in the forwarding address).
- 3) Find where to activate your personal web space. If you have already done this previously, please skip this task and go to task 4.
- 4) If you completed task 3 ignore this task. Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it.

**Scenario 2:**

It is the day after you have completed the first four tasks and now you are on campus and need to logon to <https://onestart.iu.edu>. You get to the Central Authentication Services page and realize that you've forgotten your password.

**Task:**

- 5) Find a way to get your password reset.

**EVALUATION METHODS WITH RESULTS*****Usability goals***

Our ultimate usability goal is to make the major features of the Account Management Services (AMS) easier and faster to use. The IU Knowledge Base (KB) defines the Account Management Services as:

“The Account Management Services (AMS) at Indiana University provides a single web site for **everyone** associated with IU to manage university accounts and passwords. You can use the AMS to **see** which accounts you currently have, **create** new accounts, **set** your mail forwarding, and **change or reset** your password.”

(Excerpt from <http://kb.iu.edu/data/alfm.html> )

In order to achieve this ultimate goal, we established measurable usability goals for each task. The goals were created by adding approximate 25% to the time an experienced user needed to successfully complete each task. We added 25% because our goal was to enable even novices to complete each major task as quickly and easily as our experienced users. Below are the measurable usability goals:

**1) Task 1: Login to the AMS**

- User should complete the task within 20 seconds.
- Number of actions needed to complete task, 6.

**2) Task 2: Forward your Indiana.edu email to an outside account**

User should complete the task within 40 seconds.

Number of actions needed to complete task, 5.

**3) Task 3: Find where to activate your personal web space**

User should complete the task within 36 seconds.

Number of actions needed to complete task, 4.

**4) Task 4: Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it.**

User should complete the task within 38 seconds.

Number of actions needed to complete task, 4.

**5) Task 5: Find a way to get your password reset**

User should complete the task within 134 seconds.

Number of actions needed to complete task, 9.

***Strategies of evaluation***

For the quantitative data analysis, we compared user's actual numbers with the standard success number (the total time of success and the total number of actions) established for the measurable usability goals. Since the standard number is based on the assumption that the user successfully completes a task, the number from a user who fails to complete a task is excluded. In addition, we compared the data obtained from user profiles with the test results and examined whether there is a positive association between any factor in the user profiles and the test results. For example, we examined whether there is a positive association between computer skills and the total time to successfully complete a task. This is to examine whether this system is designed, equally reflecting all needs of diverse user groups.

For the qualitative data analysis, we reviewed all qualitative data (facial expression, body language, mouse movement, verbal protocol, and comments) obtained from Camtasia, the web cam, and post-questionnaire.

## Quantitative data analysis

### 1) The relationship between user profiles and users' success/failure of a task.

#### User Profiles

	User 1	User 2	User 3
Gender	Female	Male	Female
Age	18-25	18-25	18-25
Education	Graduate	High School	College
School year	3rd (Doc.)	1st (Under Grad.)	1st (Grad.)
Major	Computer Science	Undecided	Bioinformatics
Computer skill	Intermediate-Advanced	Intermediate	Advanced
Learning method of AMS	Self-Taught, Friend	Self-Taught	Self-Taught
Frequency of AMS use	Not used since UID setup	Occasionally	Occasionally
Experiences with other system	No	MSN	AOL

In general, we did not find any strong positive association between any factor in user profiles and users' success/fail of a task since the sample size is not large enough to analyze. However, at least it seems that computer skills do not affect users' performance in a positive way since the user 3, who has advanced computer skills, failed three out of four tasks while the other users, who have intermediate and intermediate/advanced computer skills, failed two out of four tasks.

### 2) Total time to complete or give up on a task and number of actions/errors encountered/helps asked.

#### Total time to complete or give up a task

Unit: Second

Task	Standard success time	User 1		User 2		User 3		AVG.	STDEV	Success rate
		Time	Success /Fail	Time	Success /Fail	Time	Success /Fail			
1	20	35	S	93	S	46	F	64.00	30.81	67%
2	40	53	S	33	S	55	S	47.00	12.17	100%
3	36	n/a	n/a	104	F	92	F	n/a	n/a	0%
4	38	49	F	n/a	n/a	n/a	n/a	n/a	n/a	0%
5	134	22	F	186	F	41	F	n/a	n/a	0%

\*\*\* AVG. & STDEV. : were only included if users successfully completed a task.

## Number of actions, errors encountered, and helps asked

Task	Standard # of actions (success)		User 1		User 2		User 3		AVG.	STDEV
			#	Success /Fail	#	Success/ Fail	#	Success /Fail		
1	6	# of actions	6	S	25	S	6	F	15.50	13.44
	n/a	# of errors encountered	0		2		0		1.00	1.41
	n/a	# of helps asked	0		3		2		1.50	2.12
2	5	# of actions	9	S	4	S	6	S	6.33	2.52
	n/a	# of errors encountered	2		0		0		0.67	1.15
	n/a	# of helps asked	0		1		0		0.33	0.58
3	4	# of actions	n/a	n/a	4	F	2	F	n/a	n/a
	n/a	# of errors encountered	n/a		0		1		n/a	n/a
	n/a	# of helps asked	n/a		2		0		n/a	n/a
4	4	# of actions	4	F	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	# of errors encountered	3		n/a		n/a		n/a	n/a
	n/a	# of helps asked	1		n/a		n/a		n/a	n/a
5	9	# of actions	10	F	18	F	3	F	n/a	n/a
	n/a	# of errors encountered	1		1		0		n/a	n/a
	n/a	# of helps asked	0		1		0		n/a	n/a

\*\*\* AVG. & STDEV. : were only included if users successfully completed a task.

Only one out of the five tasks was successfully completed by all users. A majority of the users completed only two tasks. This implies that the system in general has serious usability problems, especially on tasks 3, 4, and 5. Users' average time of 64 seconds on Task 1 is much higher than the standard success time of 20 seconds. The standard deviation, 30.81, is much larger than 0.

On Task 1 which asked users to login to the AMS system Users 2 and 3 asked for help. After getting started user 2 made a few errors as they completed the task. This implies that the 'Login to the AMS' function in general is not easy to use and its ease to use varies depending on individuals.

### *Qualitative Analysis*

Qualitative data were gathered as described in methods section. As a group we compiled our notes of what was observed at the time of the tests as well as in our reviews of the recordings. We then went through each task and discussed the problems we found. We also noted how the problems were discovered. Our results along with our recommendations follow.

## USABILITY PROBLEMS AND RECOMMENDATIONS

### Task 1: Log into AMS

**Problem:** User 3 couldn't login from main screen; she told the facilitator that she didn't know what to do. The facilitator then told her what to do in order to accomplish task. Other users were also confused by the options presented on the main AMS login screen, as evidenced by asking for help and/or facial expressions.

This is a severe problem because if the user cannot login she is stuck and cannot proceed.

**Recommendation:** Use standard login button as it appears on other IU websites, once who you are is selected other options disappear, or make options less verbose. See mock-up for one possible solution.

### Task 2: Forward your Indiana.edu account to another email address

**Problem:** Some users were distracted by faculty and staff options that appeared in the AMS system. Users scrolled up and down the screen and hesitated. A user also tried clicking on those options to complete the task. This is a minor problem.

**Recommendation:** If user is logged in as a student, faculty and staff options should be eliminated.

**Problem:** Some users were distracted by the length and number of explanations in the center of the screen. This is a minor problem because users were still able to complete task.

**Recommendation:** Find a way to eliminate the descriptive information until the user requests it, perhaps by leaving it blank until the user mouses over the item.

**Problem:** How to forward emails was not clear. When a user clicks on "forward your email" it takes you to a screen that also includes the primary email setting. A user said it wasn't clear what he should do on that screen. This is a minor problem because users were still able to complete task.

**Recommendation:** Create a "forward your email button", perhaps as part of a common task list option or as another option in the left navigation menu.

**Problem:** Users hesitated on the "forward your email screen." A user seemed confused and said he didn't know what he should do.

**Recommendation:** Separate the forward email and set email as primary functions to two separate screens.

### Task 3: Create/activate personal web space offered by IU.

**Problem:** Users had difficulty finding where to activate personal web space. NO user was able to complete this task. This is a minor problem as it would probably not be a vital part of the learning experience, and if it was, usually the class would provide separate space.

**Recommendations:** Put the personal web space option, currently labeled steel, at the top

of the “create more accounts” list on since it probably one the most commonly used accounts. Clearly label steel as the “mypage.iu.edu” server, or simply label it as “personal web space.” Clearly state the URL for personal web space either on the “manage you accounts” page.

**Task 4: If you already have web space, find information about the account (URL, login).**

**Problem:** No user was able to complete this task. Users tried using “help information” on navigation at left, but it didn’t help. User was quick to give up because task seemed very difficult. The only way to actually get information about personal web space is making specific queried in the KB. This is a minor problem because not having access to personal web space is most likely not a vital part of the learning experience, and if it was, usually the class would provide separate space.

**Recommendation:** In the manage your accounts screen users should be able to see the details of an account by clicking on its name and modify account options if applicable. Make help page more helpful by having Knowledge Base more prominently displayed.

**Task 5: Find a way to get your password reset**

**Problem:** No user was able to complete this task. Two users tried to create new accounts in hopes that they would get some sort of screen to allow them to recover their password. One user got lost in the knowledge base, and seemed frustrated. Two of the users were able to find the screen where they could change their password if they knew their current password. Both thought this was the place to reset their password. This is a severe problem as this is mostly likely a common problem. Not being able to logon to university systems would substantially interfere with a user’s activities, whether they are a student, faculty, or staff.

**Recommendation:** Make it clear that users cannot have their password sent to them because they most likely will not have access to the account where it will be sent to. When users click on “reset IU password” the password reset process start page should come up not the page where users can change password if they currently know their password. We also recommend that the term “passphrase” not be used, while it may be more technically correct, most users are not familiar with this term.

**Other Problems noted:**

Users wanted to logout of account management system. There is no way to logout. This is a minor issue, but something that would be easy to remedy.

**Recommendation:** Insert a logout button that would log the person out and take them back to either the initial screen or the main iu.edu page.

Users didn’t find the help screen in the AMS helpful. User 2 said, “This isn’t helping!” This is a minor problem, but something that is rather common among pages of this type.

**Recommendation:** Include a short how-to on most common tasks in the AMS system, or have links directly into KB for solutions to possible problems that a user may have in the AMS. Make link(s) to KB more prominent.

User 1 said that she had created accounts for all services not knowing what she would use. Once she realized that she wouldn't use all the services, or in her case any of them, she wanted to be able to delete or modify accounts.

**Recommendation:** Have an option to delete or modify accounts from the "manage your accounts" screen, similar to recommendations for task 4.

## **CONCLUSION**

Our usability tests revealed several severe problems with the AMS system as well as some minor issues. We hope that the user experiences and our observations of them, along with our recommendations will help make the AMS better and easier to use. As our first complete usability test we have all feel like we have learned some of the challenges of conducting usability tests and working in a group, and have found the experience invaluable.

## APPENDIX

### SCHOOL OF INFORMATICS, IUB CONSENT FORM Usability Test of Account Management Services Project

You are invited to participate in a research study of the Usability Test of Account Management Services Project, because you are one of the faculty/student/staff of Indiana University. We ask that you read this form and ask any questions you may have before agreeing to be in the study.

Investigators: Houssian, Aaron; Koh, HyunSeung; McAtee, Jamie; Chang, Mingxian

#### **PURPOSE AND BENEFITS:**

You may not personally benefit from your participation in this research; however, the usability test of this application will provide valuable information to Indiana University to improve the Account Management Service and deploy Internet and Network resources of Indiana University in a better way.

#### **PROCEDURES:**

You will be asked to do a set of on-line tasks using the IU Account Management Service webpage and to think out loud while performing these tasks. Performance data, such as time, the numbers of steps required to complete a task and the number of errors that happened during a task will be collected. Opinion data may be collected and the participants' performance will be videotaped.

#### **RISK, STRESS, OR DISCOMFORT:**

This study will not expose its participants to risk, stress or discomfort beyond that normally encountered in using a computer, being videotaped, or taking a test. If you feel stressful or uncomfortable, please feel free to stop or take a rest during the test process.

#### **CONFIDENTIALITY:**

Research records, recordings or videotapes will be kept private and stored securely, and only the investigator named above will have access to the records. In any sort of report we might publish, we will not include any information that will make it possible to identify a subject. Data will be retained by the investigators for no more than six months following the data on which the study is administered. You are free to refuse to participate in the study and may withdraw at any time without penalty.

#### **VOLUNTARY NATURE OF THE STUDY:**

Participation in this study is voluntary. Your decision whether or not to participate will not affect your current or future relations with Indiana University. If you decide to participate, you are free to not answer any question or withdraw at any time with out affecting those relationships.

#### **CONTACTS AND QUESTIONS:**

You may ask any questions you have now.

#### **STATEMENT OF CONSENT:**

I, \_\_\_\_\_, have read the above information and fully understood  
(Printed Name)  
this research project. I voluntarily consent to participate in it.

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**PRETEST QUESTIONNAIRE**

**Name :** \_\_\_\_\_

**Date :** \_\_\_\_\_

**E-mail Address :** \_\_\_\_\_

1. Gender:

- Male
- Female

2. Age:

- under 17
- 18-25
- 26-40
- over 41

3. Education:

- High School degree
- College degree
- Graduate degree
- Others

4. What year are you in?:

- 1<sup>st</sup> year
- 2<sup>nd</sup> year
- 3<sup>rd</sup> year
- 4<sup>th</sup> year

5. Major:

\_\_\_\_\_

6. Please rate your general computer knowledge:

- Beginner
- Intermediate
- Advanced

7. How did you learn to use the IU Account Management System?:

- Self-Taught
- UITS (classes or help desk)
- Friend
- Don't know

8. How often do you use the IU Account Management system?

- Often
- Occasionally
- I haven't used it since I set up my user ID.

9. Do you have experience with any other account management web site?

- Yes
- No

10. If yes, what other sites have you used and how often do you use them?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Script for Tests

Welcome, thanks for participating. We have been asked to work on the account management system here at IU. Remember that this test has nothing to do with your skills and YOU are not being tested in any way, the website is being tested. There is nothing wrong that you can do. You will be given a scenario that is a made-up situation, but one that is fairly believable for someone in your situation. Within that scenario you will be asked to accomplish several short tasks that fit within that scenario. While I will be hear next to you, you must imagine that this is a real-life situation where there may not be anyone here to help you. Essentially I will be here to clarify what a task is if you don't understand, but I cannot help you accomplish it in any way.

If at any time you don't feel comfortable, please let us know, you may quit at any time.

During the test we will record the screen and you as you go through the test. This will include audio recording of what you say. We will be asking you "think aloud." I will demonstrate this now and then I'll ask you to try it out on a separate website before we start the actual test.

### **Do think aloud demo.**

Now you try it, open up news.google.com and find a story that they think is interest to them, and then email the story or it's URL to themselves or friends.

### **Re-demonstrate if necessary**

Very good here is the scenario and tasks. Take as much time as you need, but try to think about how quickly you would want to get this done in a real-life situation.

## List of Tasks and Scenarios

Scenario 1:

You are an incoming student at IU. Before you arrived you set-up your IU login, and by default your Indiana.edu email address. Now that you've arrived you realize that the web mail for your IU account is lame, so you need to change a few things and set-up your personal web space.

Tasks:

- 1) Login to the IU account management system at <http://itaccounts.iu.edu>
- 2) Forward your Indiana.edu email to an outside account (you do not have to actually forward it, but you must find where to do this and get into the screen where you would put in the forwarding address).
- 3) Find where to activate your personal web space. If you have already done this previously, please skip this task and go to task 4.
- 4) If you completed task 3 ignore this task. Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it.

Scenario 2:

It is the day after you have completed the first four tasks and now you are on campus and need to logon to <https://onestart.iu.edu>. You get to the Central Authentication Services page and realize that you've forgotten your password.

- 5) Task: Find a way to get your password reset.

## POSTTEST QUESTIONNAIRE

1. What is your overall impression of AMS so far?

__1	__2	__3	__4	__5
very satisfied	somewhat satisfied	neither satisfied nor dissatisfied	somewhat dissatisfied	very dissatisfied

2. If you didn't select '3' on question1, what makes you satisfied or dissatisfied?

3. Was it in general easy to use?

__1	__2	__3	__4	__5
very easy	somewhat easy	neither easy nor difficult	somewhat difficult	very difficult

4. What was the most difficult function to locate?

5. What was the easiest function to locate?

6. Was help function helpful?

__1	__2	__3	__4	__5
very easy	somewhat easy	neither easy nor difficult	somewhat difficult	very difficult

7. Which help function was especially helpful?

8. Can you recall any positive or negative features of AMS?

9. Do you have any suggestions or comments?

## DATA LOGGING SHEET

<b>Project Name</b>		<b>Date/Time</b>		<b>Page #</b>	
<b>Written By</b>		<b>User Name</b>			

### Task 1: Login to the AMS

Problem encountered	User Comments

### Task 2: Forward Indiana.edu email to an outside account

Problem encountered	User Comments

### Task 3: Find where to activate your personal web space

Problem encountered	User Comments

### Task 4: Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it

Problem encountered	User Comments

### Task 5: Find a way to get your password reset.

Problem encountered	User Comments

## DATA LOGGING SHEET

<b>Project Name</b>		<b>Date/Time</b>		<b>Page #</b>	
<b>Written By</b>		<b>User Name</b>			
<b>Task 1: Login to the AMS</b>					
<b>the number of actions / the sequences of actions</b>					
<b>the number of errors encountered</b>					
<b>the number of helps asked</b>					
<b>Task 2: Forward Indiana.edu email to an outside account</b>					
<b>the number of actions / the sequences of actions</b>					
<b>the number of errors encountered</b>					
<b>the number of helps asked</b>					
<b>Task 3: Find where to activate your personal web space</b>					
<b>the number of actions / the sequences of actions</b>					
<b>the number of errors encountered</b>					
<b>the number of helps asked</b>					
<b>Task 4: Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it</b>					
<b>the number of actions / the sequences of actions</b>					
<b>the number of errors encountered</b>					
<b>the number of helps asked</b>					
<b>Task 5: Find a way to get your password reset.</b>					
<b>the number of actions / the sequences of actions</b>					
<b>the number of errors encountered</b>					
<b>the number of helps asked</b>					

**RECORD OF TIME**

<b>Project Name</b>		<b>Date/Time</b>		<b>Page #</b>	
<b>Written By</b>		<b>User Name</b>			
<b>Task 1: Login to the AMS</b>					
<b>the total time to complete or give up</b>					
<b>Task 2: Forward Indiana.edu email to an outside account</b>					
<b>the total time to complete or give up</b>					
<b>Task 3: Find where to activate your personal web space</b>					
<b>the total time to complete or give up</b>					
<b>Task 4: Find the screen that reviews which accounts you have active and verify you know what the URL to personal webpage is and what the login is to make changes to it</b>					
<b>the total time to complete or give up</b>					
<b>Task 5: Find a way to get your password reset.</b>					
<b>the total time to complete or give up</b>					