

After launching my website and performing an accessibility test, I deployed my usability test survey to find out the user's comments on my instructional website prior to my live presentation in front of the class. I asked some questions in reference to beginning training to find out some preliminary information about my participants. In addition, I asked some questions about their salad portioning method prior to the instructional website. While some of these questions were in the needs' analysis survey; I included them in my usability test to determine the effectiveness of my instructional website and to see if the user's actually "changed" their portioning methods or learned the information from the website after participating in the training. As noted in the needs analysis; washing hands, surface sanitization, ingredient and equipment retrieval, and glove use were found to not be topics that needed attention; so it was expected that most individuals would have been aware of these procedures. While reviewing the results; it appeared that some individuals were delinquent in following the standards prior to participating in the online training. The questions did reflect that scale use and the actual portioning method were not easily recalled by the employees, which told me that these topics needed the most attention. After reviewing the results, I found that individuals all answered that they were aware of the proper steps and procedures in the portioning process. To measure the effective retention of information, psychomotor demonstrations by employees will need to be performed in front of a certified trainer or manager at the restaurant to ensure full success of this training.

Pre-Report

Last Modified: 07/02/2013

1. Have you participated in face-to-face salad portioning training prior to viewing this website?

#	Answer	Response	%
1	Yes	4	100%
2	No	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

2. Did you participate in the needs analysis survey distributed to employees prior to the creation of this website?

#	Answer	Response	%
1	Yes	3	75%
2	No	1	25%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

3. Did you know how to properly wash your hands prior to viewing this instructional website?

#	Answer	Response	%
1	Yes	4	100%
2	No	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

4. Did you know how to prepare a bucket of sanitizer prior to viewing this instructional website?

#	Answer	Response	%
1	Yes	4	100%
2	No	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

5. Did you know how to properly sanitize a work surface prior to viewing this instructional website?

#	Answer	Response	%
1	Yes	4	100%
2	No	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

6. Did you sanitize your work surface prior to viewing this instructional website?

#	Answer	Response	%
1	Yes	3	75%
2	No	1	25%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

7. Did you wash your hands before portioning a salad prior to viewing this instructional website?

#	Answer		Response	%
1	Yes		3	75%
2	No		1	25%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

8. I was able to retrieve all salad equipment without error prior to viewing this instructional website.

#	Answer		Response	%
1	True		3	75%
2	False		1	25%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

9. I was able to list all of the required equipment prior to viewing this instructional website.

#	Answer		Response	%
1	True		3	75%
2	False		1	25%
	Total		4	100%



Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

10. I was able to retrieve all salad ingredients without error prior to viewing this instructional website.

#	Answer		Response	%
1	True		3	75%
2	False		1	25%
	Total		4	100%



Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

11. I was able to list all of the required ingredients prior to viewing this instructional website.

#	Answer		Response	%
1	True		3	75%
2	False		1	25%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

12. I thought gloves were optional prior to viewing this instructional website.

#	Answer		Response	%
1	True		2	50%
2	False		2	50%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.50
Variance	0.33
Standard Deviation	0.58
Total Responses	4

13. I always put on gloves when I portioned a salad prior to viewing this instructional website.

#	Answer	Response	%
1	True	0	0%
2	False	4	100%
	Total	4	100%

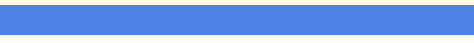

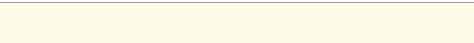
Statistic	Value
Min Value	2
Max Value	2
Mean	2.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

14. I was aware that the scale must be "tared" or "zero-d out" prior to portioning before viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%


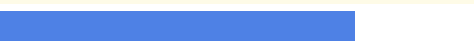
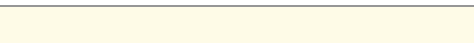
Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

15. I was aware of all of the guest group sizes prior to viewing this instructional website.

#	Answer		Response	%
1	True		4	100%
2	False		0	0%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

16. I always weighed my salad during the portioning process prior to viewing this instructional website.

#	Answer		Response	%
1	True		1	25%
2	False		3	75%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.75
Variance	0.25
Standard Deviation	0.50
Total Responses	4

17. I have taken a salad to a guest that was not properly portioned prior to viewing this instructional website.

#	Answer		Response	%
1	True		3	75%
2	False		1	25%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4

18. Were the objective and goals of the website easy to understand?

#	Answer		Response	%
1	Yes		4	100%
2	No		0	0%
	Total		4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

19. Did you feel that you learned all the steps on salad portioning from this website?

#	Answer	Response	%
1	Yes	4	100%
2	No	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

20. I am able to mix a sanitizer solution and sanitize a work surface after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

21. I am able to identify and retrieve all equipment for salad portioning after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

22. I am able to retrieve and name all required ingredients for an Olive Garden salad after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

23. I am able to wash my hands correctly, as well as apply and remove gloves effectively after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

24. I am able to balance/tare a digital scale accurately after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

25. I am able to accurately portion an Olive Garden salad according to the guest group size after viewing this instructional website.

#	Answer	Response	%
1	True	4	100%
2	False	0	0%
	Total	4	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

26. What kind of information did you expect to get from this site?

Text Response
Information on how to properly portion a salad with detailed notes
Information about the need for salad weighing
Salad portioning review
Salad portioning ingredient quantities

Statistic	Value
Total Responses	4

27. Did the links you clicked on take you to the information you expected?

#	Answer		Response	%
1	Yes		4	100%
2	No (Why not? Please provide comments below.)		0	0%
	Total		4	100%

No (Why not? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

28. Did you find the colors or graphics appealing and satisfactory to read?

#	Answer		Response	%
1	Yes		2	50%
2	No (Why not? Please provide comments below.)		2	50%
	Total		4	100%

No (Why not? Please provide comments below.)

I would prefer more variety in color with the text. It was hard to understand the subject titles from all of the text. The buttons for procedures were readable, but were too big for my taste.

Statistic	Value
Min Value	1
Max Value	2
Mean	1.50
Variance	0.33
Standard Deviation	0.58
Total Responses	4

29. Did the colors or graphics assist you in site navigation?

#	Answer	Response	%
1	Yes	4	100%
2	No (Why not? Please provide comments below.)	0	0%
	Total	4	100%

No (Why not? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

30. Was there anything missing from this website, or was there anything you would have liked to have seen?

#	Answer		Response	%
1	Yes (Please provide comments below.)		2	50%
2	No		2	50%
	Total		4	100%

Yes (Please provide comments below.)

I had trouble with the pop up photos and activity

A drag and drop exam besides an activity

Statistic	Value
Min Value	1
Max Value	2
Mean	1.50
Variance	0.33
Standard Deviation	0.58
Total Responses	4

31. Did you find the activity (Flash-module) entertaining and easy to understand?

#	Answer		Response	%
1	Yes		4	100%
2	No (Why not? Please provide comments below.)		0	0%
	Total		4	100%

No (Why not? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

32. Would you want to see similar interactive activities in the future?

#	Answer	Response	%
1	Yes (What would you like to see? Please provide comments below.)	2	50%
2	No (Why not? Please provide comments below.)	2	50%
	Total	4	100%

Yes (What would you like to see? Please provide comments below.)	No (Why not? Please provide comments below.)
Drag and drop of the salad ingredient quantities	I think enough was given
Activities with the order of ingredients, equipment and ingredient lists,etc.	There was enough interaction.

Statistic	Value
Min Value	1
Max Value	2
Mean	1.50
Variance	0.33
Standard Deviation	0.58
Total Responses	4

33. Were you able to view all of the information on the website?

#	Answer		Response	%
1	Yes		4	100%
2	No (Why not? Please provide comments below.)		0	0%
	Total		4	100%

No (Why not? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

34. Did you need to update your Java, Flash, or Adobe (PDF) software prior to visiting this website?

#	Answer		Response	%
1	Yes (Please specify which component you needed to update.)		1	25%
2	No		3	75%
	Total		4	100%

Yes (Please specify which component you needed to update.)

All

Statistic	Value
Min Value	1
Max Value	2
Mean	1.75
Variance	0.25
Standard Deviation	0.50
Total Responses	4

35. Was the navigation of the website easy or difficult?

#	Answer	Response	%
1	Easy	4	100%
2	Neutral	0	0%
3	Difficult (Why was it difficult? Please provide comments below.)	0	0%
	Total	4	100%

Difficult (Why was it difficult? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

36. Would you recommend this website to other Olive Garden employees?

#	Answer		Response	%
1	Yes		4	100%
2	No (Why not? Please provide comments below.)		0	0%
	Total		4	100%

No (Why not? Please provide comments below.)

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	4

37. Do you have any additional suggestions or changes for the website?

#	Answer		Response	%
1	Yes (Please provide comments below.)		3	75%
2	No		1	25%
	Total		4	100%

Yes (Please provide comments below.)

Change the text of the headers on the page to a different color to "stand-out."

Provide a better detailed help section. I was confused on what to update for what page and object.

I liked the pop up links for the ingredients, etc. Maybe you could create a graphic for your menu list versus just text.

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.25
Standard Deviation	0.50
Total Responses	4