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# User Experience Measurement Plan - Individual License Management

This document describes the measurement plan for evaluating usefulness, usability, and visual appeal of a new feature enhancement after an implementation. The goal of these measures is to validate the overall performance of the new feature enhancement and to identify potential design concerns that may need to be addressed in a future release.

## Project Details

The e-Builder License Management Roadmap Project allows certain e-Builder customers to purchase, renew, and manage their licenses directly through the e-Builder application.

## Measurement Participants

For the Beta Release Measurement, all clients who were early adopters of the feature will be targeted. These users can be further divided up into the following segments:

- e-Builder Accounting Users
- e-Builder Support Users
- Client Project Admins
- Client Individually Licensed users

### e-Builder Accounting Users

Name	Email	Phone

### e-Builder Support Users

Name	Email	Phone

### Client Administrator Users

Client	Name	Email	Phone

## Client Individually Licensed Users

givenName	sn	companyName	Email
Ryan	Silva	C.I. Designs Inc.	rsilva@cicompanies.com

## Measurement Methods

This section of the UX Measurement Plan outlines the measurement methods to be used during this measurement period.

### SUS Survey

Our standard New Feature SUS Survey will be sent to all users. We will deliver separate surveys to our different groups of users so that we can keep their responses segregated. We will provide 2 reminders to complete the survey, spaced 2 days apart.

Once survey results have been gathered, we will analyze them for incidents of low scoring that we can follow up on via interview.

### Survey Content

Survey content will be our standard New Feature Enhancement SUS Survey, customized to reflect this project:

1. I like to use this feature frequently.
2. This feature is too complex.
3. This feature is easy to use.
4. I need the support of a technical person to be able to use this feature.
5. The various functions in this feature are well integrated.
6. There is too much inconsistency in this feature.
7. Most people learn to use this feature very quickly.
8. This feature is very difficult to use.
9. I feel very confident using this feature.
10. I needed to learn a lot of things before I could start using this feature.
11. This feature helps me be more effective.
12. This feature has all the functions and capabilities I expect it to have.
13. The interface of this feature is pleasing.
14. This feature appears to be part of a modern web application.
15. Overall, I am satisfied with this feature.
16. Please provide any additional feedback (positive or negative) that you want to share on this feature.

## Interview

Interviews will be conducted with users whose responses fall outside the desired response range as determined during the survey results analysis in order to provide some context for their feedback. Users who provide actionable feedback in the Additional Comments section of the survey will also be followed up with.