Questionnaire for Usability Participants

Test of: http://www.firstgov.gov
Test dates:
Test location:

Protocols/Groundrules for Facilitator:

1) The time to complete each scenario will be limited to 5 minutes (the facilitator will save them if they get absolutely exasperated before then).

2) Participants will tell the facilitator when they think they've found the correct site.

3) Participants will be asked to rate on a 1 - 7 scale how easy they thought it was to complete each scenario.

4) Standard measures will be used to evaluate each scenario:
    -- Found it easily
    -- Found it with some difficulty
    -- Did not find it
   Factors of time on task & efficiency (proper path) will be factored in

5) Participants will return to the Home Page after each scenario.

6) The first scenario will be the same for everyone (it should be a relatively easy one so they don't get frustrated or nervous at the very start). The rest will be done in random order for each participant. The factilitator will ensure that all mandatory questions (marked with *) are asked.

7) If a participant exclusively uses the Search for the first 4 scenarios, the facilitator will prompt them on the 5th scenario to use a different means of navigation. For each participant, the goal is to have a non-search result for at least half of the scenarios.

I.   Introduction:

During the next hour, we will present you with a number of scenarios for locating information on a particular website and to gather your overall impressions about the site. Please remember to speak aloud as you are navigating through the site, so we can gather as many impressions as possible.

II.   Initial probes as participants look at the Home Page:

What website is this and how can you tell?

Who sponsors this website and how can you tell?

What is the purpose of this website?

What do you think you'll find under these areas: point to Citizen, Business, and Government areas.

How often have you used this site?

 Never
 Once
 One to 10 Times
 More Than 10 Times

III. "Core" Scenarios for All Participants: (To be combined with Scenarios for Individual Audience Groups -- Possible Pathways are listed under each scenario

First Scenario   (Asked of all Participants):
Imagine you've looked around this website for awhile and now you want to provide feedback about the site -- through the website.

Possible Pathways:
  (1) - Bottom Navigation Bar: "Contact Us"
 OR
  (2) - Left Navigation: "Contact Your Government"
          - "Contact FirstGov"
OR
  (3) - Left Navigation: "Customer Survey"

Other Scenarios   (To Be Asked in Random Order)   -- those with "" are mandatory questions*

***Scenario A
You want to find out how to email your Senator in Washington, D.C.

  (1) - Left Navigation: "Comment to Government"
        - "Contact Your Elected Officials": "Contact Your Senator"
           i. Link: http://www.senate.gov/contacting/index_by_state.cfm

  (3) - Left Navigation: "Agencies": "Federal"
      - "Legislative": "Senate"
        - "Connect With Your Senators: "Alphabetical" or "By State"
           Link: http://www.senate.gov/senators/index.cfm   OR
                 http://www.senate.gov/senators/senator_by_state.cfm

Scenario B:
You are doing research and want to find statistics about older people in the U.S. and other data about aging.

  (1) - Left Navigation: Reference
        - "Statistics" section: "Aging Statistics"
           Link: "Aging Stats.gov" <http://www.agingstats.gov/>

  (2) - Citizen Gateway
      - "Facts and Figures about Your Community" section
          - "Health People" section: first link: "Aging Statistics"
             Link: "Aging Stats.gov" <http://www.agingstats.gov/>

***Scenario C:
You are looking for the website of the FBI.

  (1) - Left Navigation: "Agencies," "Federal"
        - A-Z Index of Federal Agencies, "Choose "F"
         - Scroll to find "Federal Bureau of Investigation"
           o Link: "FBI":   http://www.fbi.gov/

(2)   - Left Navigation: "Select A Topic":   "Public Safety":   Press "Go"
                    - Alphabetical List includes FBI
                                o   Link: "FBI":   http://www.fbi.gov/

***Scenario D:
You are planning a vacation to the State of Maine and would like to see a list of camping facilities.

   (1)   - Left Navigation: "Agencies," "State, Local & Tribal"
                    - "Maine"
                        - "Reserve a Campsite"
                            - Link: "Bureau of Parks and Lands: Campsite Reservations":
                                    http://www.state.me.us/doc/parks/reservations/

   (2)   - Citizen Gateway: "Online Services" box: "Recreation One-Stop" link
                    - Use "Recreation Search" and choose "Maine" and "camping"
                            - Link: "Search Results":   http://www.recreation.gov/advancedsearch.cfm

   (3)   - Home Page: "Select A Topic":   "Travel"
                        - Recreation One-Stop" link   http://www.recreation.gov/advancedsearch.cfm   **OR**
                        - "National Park Service link   http://www.nps.gov/   (OK if they just get to Home Page)

***Scenario E:
You would like to comment on a proposed, new federal government regulation (such as a rule on exports or on air quality standards).

   (1)   - Left Navigation: Comment to Government
                    - Scroll down to bottom of page to see "Federal e-Rulemaking Websites."
                            - Link: "Public Participation in Rulemaking"
                                    http://www.nara.gov/fedreg/rulemaking_sites.html

   (2)- Left Navigation: Comment to Government: Comment Links Organized by Topic
                    - Topic link: "Government Officials"
                            - Scroll section to see: "Rulemaking"
                             - Link: "Public Participation in Rulemaking"
                                    http://www.nara.gov/fedreg/rulemaking_sites.html

   (3   - Left Navigation: Reference: "Laws and Regulations"
                    - "Laws and Regulations" section: "Federal e-Rulemaking"
                            - Link: "Public Participation in Rulemaking"
                                    http://www.nara.gov/fedreg/rulemaking_sites.html

Scenario G: (Could be dropped if necessary)
You would like to register a complaint that your workplace is not safe. Please use the website to find how to get your complaint to the appropriate people in government.

   (1)   - Left Navigation: Comment to Government, by Topic
                    - Topic link: "Home, Community and Work"
                            - Next to last item: "Workplace Safety – Email a complaint to the Occupational
                                        Health and Safety Administration (OSHA)"
                        -    Link: "OSHA Online Complaint Form":
                            http://www.osha.gov/as/opa/worker/eComplaintForm.html

(2)- Home Page: Citizen Gateway
- Scroll down to see "Improving Health and Safety." Click on Title
- Scroll down to bottom right of page to "Consumer Safety" section: "Workplace Safety Policies and Regulations" – goes to Occupational Health and Safety Administration (OSHA) Home page
- Top right: "Workers Page": How to File Complaint Link: "OSHA Online Complaint Form": http://www.osha.gov/as/opa/worker/eComplaintForm.html

(3)- Home Page: Citizen Gateway
- "Workers" button below Title
- Under "Rights & Protections" section: "Working Safely" –
- scroll to see: "Workers Page": How to File Complaint Link: "OSHA Online Complaint Form": http://www.osha.gov/as/opa/worker/eComplaintForm.html

(4)- Home Page: Agencies: Federal
- A-Z Index
- "O":   "Occupational Health and Safety Administration (OSHA) Home page"
- Top right: "Workers Page": How to File Complaint Link: "OSHA Online Complaint Form": http://www.osha.gov/as/opa/worker/eComplaintForm.html

IV. Scenarios Specific to Citizens: (those with +++ can be dropped if necessary)

+++Scenario A:
You are considering purchasing a crib for your baby, and have several models in mind. You want to know if there are any government recalls for this type of product.

  (1) On home page, from Citizen Online Services column, click on "Search Product Recalls"
        - Search on "By Product type"
            Link: Consumer Product Safety Commission http://www.cpsc.gov/cpscpub/prerel/prerel.html

  (2) Citizen Gateway
        - Citizen Gateway, left column, Improving Health and Safety, click on "Consumer Recalls"
            - From NCIC Recall Resources page, click on either "Consumer Product Safety
            Commission page (search by product) or "Recalls" page in Left Column.
            Click on "Children's Products" http://www.pueblo.gsa.gov/recallsdesc.htm#KP

Scenario B:
You are planning on traveling to Africa and need to apply for a passport. You need information about how you can do this.

  (1) Left Navigation bar: "Select A Topic" dropdown: select a topic "Passports" press "Go"
        -    Link: Passport Services and Information http://www.travel.state.gov/passport_services.html

  (2) Left Navigation bar: "Select A Topic" dropdown: select a topic " Travel" press "Go"
        - "Recreation and Travel" section: "Passports: "Online Applications and Local Facilities"
            - Link: Passport Services and Information http://www.travel.state.gov/passport_services.html

  (3) Left Navigation bar: "Select A Topic" dropdown: select a topic "Defense/World" press "Go"
            (can also get to this page from Citizen Gateway)
        - "Global Affairs" section: "Passports"
            - Link: Passport Services and Information http://www.travel.state.gov/passport_services.html

  (4) Left Navigation bar: "Agencies: International"
        - "Department of State"   (can also get to Dept of State via Federal A-Z Index)
                - Upper Left of DOS Home Page: "Travel and Living Abroad": "Passports"
                    - Link: Passport Services and Information http://www.travel.state.gov/passport_services.html

Scenario C:
You know someone who has just been diagnosed with diabetes and would like to find out general information about this disease.

  (1) Citizen Gateway
        - Scroll down to "Improving Health and Safety." (can also get to this page from "Select A Topic")
            - "Specific Health Topics" section: "Diabetes" link
                    Link: CDC Diabetes Page: http://www.cdc.gov/diabetes/

  (2) Citizen Gateway
        - Scroll down to "Improving Health and Safety."
            - "Health and Disease Information from the National Institutes of Health"
                - "NIH Health Information Index":
                    - Choose "D".   Scroll down to See "Diabetes"

- Link: "National Institute of Diabetes" http://www.niddk.nih.gov/

(3) Citizen Gateway
- Scroll down to "Improving Health and Safety."
- "Healthfinder"
- "Health Library":
- "Diseases and Conditions": Choose "d": "Diabetes"
- Link: "Diabetes Page" with lists of other links
http://www.healthfinder.gov/scripts/SearchContext.asp?topic=233

+++Scenario D:
You've heard that the government sells cars that it no longer needs or that it has impounded. You would like to use this site to find out what cars are for sale.

(1) Home Page in "Online Services For Citizens" box, click on "Government Shopping Mall"
"Car and Transport Dealer" offers three choices

(1) "Online Services for Citizens" box: "and much more" to go to Online Services for Citizens page.
- "Government Shopping Mall"
- "Car and Transport Dealer" offers three choices
Link for all pathways: http://www.firstgov.gov/Citizen/Shopping.shtml#car

Scenario E:
You would like to renew your state driver's license online.

(1) "Online Services for Citizens" box from Home Page
- "Online Services" page: "Motor Vehicle Services Online"
- Select your state

(2) From home page, click on Citizen Gateway
- Click on "Plan Your Vacation" or "and much more" under that category
- Under "Recreation and Travel" click on Drivers' Licenses and Motorist Services: State Motor Vehicle Offices

(3) From home page, click on Citizen Gateway
- Click on "Travel" topic
- Under "Recreation and Travel" click on Drivers' Licenses and Motorist Services: State Motor Vehicle Offices

Link for all pathways: Motorist and Vehicle Services
http://www.workers.gov/child1.asp?intCategoryId=4&intSubCategoryId=71

Scenario F:
You have some business to conduct with the Social Security Administration that you would prefer to do in person rather than online. You want to find the Social Security office nearest to your home.

(1) "Online Services for Citizens" box: Click on "Social Security Online"
- Scroll down, select number 10, "How to Contact a Local Office."

(2) On home page, click on Citizen Gateway. On Citizen Gateway, scroll down to category Locate In-Person Services Near You. Click on Closest Social Security Office.

Link for all pathways: http://s3abaca.ssa.gov/pro/fol/fol-home.html

Scenario G:
You (or someone you know) has a homework assignment to research the topic of global warming. You want to use an authoritative resource.

   (1) Left Navigation, "Select a topic" drop down box, select "Environment"
       - Under "Environment and Natural Resources" section click on "Environment and Environmental Quality at Science.gov"
            - Click on "Climate Change" (Many entries for global warming under "G" on that page).

   (2) On home page, click on Citizen Gateway. On Citizen Gateway, scroll down to category Top Requests by Topic. Click on Agriculture/Environment.
       - Under "Environment and Natural Resources" section click on "Environment and Environmental Quality at Science.gov"
       - Click on "Climate Change" (Many entries for global warming under "G" on that page).

Link for both pathways: http://www.science.gov/browse/w_123E.htm

V.   Scenarios Specific to Businesses: (those with +++ can be dropped if necessary)

+++Scenario A:
You are interested in obtaining a business license from your state business licensing office.

  a.   Home Page: Business Gateway
             Left Nav – "Select A Topic" Drop Down: State Licensing" Press "Go"

  b.   Home Page: Business Gateway
             Online Services for Business
                  State Business Licensing

  Link for all paths: http://www.sba.gov/hotlist/license.html

Scenario B:
You are an employer interested in filing wage reports online with the Social Security Administration.

 (1) - Home Page: Business: Online Services Box click "Tax and Wage Reporting"

 (2)   Home Page: Business Gateway
            - Taxes Topic Category: "Tax and Wage Reporting"
 (3) - Home Page: Business Gateway
                   -    Select a Topic Drop Down: "Tax and Wage Report"

Link for all paths: IRS "Small Business and Self-Employed Page":
http://www.irs.gov/businesses/small/display/0,,i1%3D2%26i2%3D23%26genericId%3D20264,00.html

Scenario C:
You are interested in selling your company's services to the government. You want to see if this website
can help you do this.

 (1) Home Page: Business Online Services Box: "Business Opportunities" link
         Link: http://www.fedbizops.gov/, or

 (2) Home Page: Business Gateway
          - Scroll down to see "Selling to the Government." Click on Topic
         Link: http://www.firstgov.gov/Business/Sell_To_Gov.shtml

Scenario D:
You are a business owner or business employee. You are interested in knowing if you are in compliance
with federal laws and regulations that govern your business.

 (1) Home Page: Business: Online Services box   "Laws and Regs" link
        - Left Nav Under Compliance Assistance "Select A Topic" (Go)

(2) Home Page: Business Gateway
- Select "Laws and Regulations" from Right Column or "Comply with State and Local Laws"
- Left Nav Under Compliance Assistance "Select A Topic" (Go)
Link for all pathways: http://www.businesslaw.gov/content_page.cfm

+++Scenario E:
You are considering expanding your business and are looking for resources and/or counseling regarding business expansion.

(1) Home Page: Business Gateway
- "Business Development" section: "Expanding a Business" link

(2) Home Page: Business Gateway
- "Business Development" section: "Expanding a Business" link

(3) Home Page: Business Gateway
- Left Nav: "Select A Topic" Drop Down: "Bus. Expansion," Press "Go"

Link for these 3 pathways: Business Advisor site: http://www.business.gov/busadv/maincat.cfm?catid=58

(4) Home Page: Business Gateway
- Online Services
- "Online References for Businesses" section: "Email Business Counseling" link
Link for this pathway: Score Main Page: http://www.score.org/

VI.   Scenarios Specific to State and Local Government Employees: (those with +++ can be dropped if necessary)

+++Scenario A:
You are wondering what is being offered in the way of terrorism training.

(1)   - Government Gateway
                    - State and Local Employees
                            - "Disasters and Emergencies"
                                    - "Terrorism" category: "Terrorism Training" link

(2)   - Government Gateway
                    - State and Local Employees
                            - "Public Safety and Law"
                                    - "Terrorism" category: "Terrorism Training" link

+++Scenario B:
You are a state government employee, but would like to look for job openings in the Federal government.

(1) Government: "Online Services" box: "Government Jobs" link
            USAJobs webpage: http://www.usajobs.opm.gov/

(2) - Government Gateway: click on "Online Services for Governments"
            "Online Services" page: "USA Jobs" link at bottom of page
            USAJobs webpage: http://www.usajobs.opm.gov/

(3) - Government Gateway
            - "Federal Employees" page:
                - "Featured Links: "USAJobs":   http://www.usajobs.opm.gov/
                    -

Scenario C:
You are looking for information about grants that may be available for building new roads in your state/local area.

(1)   - Government Gateway
                    - State and Local Employees
                            - "Grants and Financial Management"
                                    - "Search Grants by Topic":   "Transportation" link
            Link: CFDA Transportation links: http://www.cfda.gov/public/browse_fa.asp?catcode=T

(2)   - Government Gateway
                    - State and Local Employees
                            - "Economic Development and Infrastructure"
                                    - "Transportation and Tourism" category: "Grants" link
            Link: CFDA Transportation links: http://www.cfda.gov/public/browse_fa.asp?catcode=T

(3)   - Government "Online Services" box: "Grants" link
                    - "Grant Topics": Scroll down to see "Transportation" link
            Link: FedCommons Transportation Page http://www.cfda.gov/federalcommons/transportation.html

Scenario D:
You work at a city police department and are looking for federal crime statistics for your metropolitan area.

(1)   - Government Gateway
            - State and Local Employees
                - "Public Safety and Law": "state and local crime data" OR click on title and go to:
                    - "Featured Links": "Facts for You" link
        FirstGov Facts for You Page: http://www.firstgov.gov/Citizen/Facts/Facts_Safety.shtml

(2)   - Government Gateway
            - State and Local Employees
                - "Statistics at the State and Local Level": "public safety facts" OR click on title and
                    go to: "Facts for You" link   or "FedStats" link
        FirstGov Facts for You Page: http://www.firstgov.gov/Citizen/Facts/Facts_Safety.shtml   OR
        FedStats Link   http://www.fedstats.gov/   (Click on MapStats or A-Z Index)

Scenario E:
You work for the Missouri/Maryland Department of Natural Resources and want to network with other state government employees who work in the environmental field.

(1)   - Government Gateway
            - State and Local Employees
                - "Agriculture and Environment"
                    - "Featured Links": "State Environmental, Energy, and Natural Resource Departments"
        Link: NASCIO Webpage:
        https://www.nascio.org/stateSearch/displayCategory.cfm?Category=environment

(2)   - Government Gateway
            - State and Local Employees
                - "News and Networking"
                    - "Featured Links: "State and Local Departments" link:
            Link: Piper Resources: http://www.statelocalgov.net/index.cfm
                (they can pick a state and then scroll to see list of departments)

(2)   - Government: click on "Online Services"page
            - "Find Services and Agencies Near You"
                - Scroll down to see "Environmental, Energy, and Natural Resource Departments by State"
        Link: NASCIO Webpage:
        https://www.nascio.org/stateSearch/displayCategory.cfm?Category=environment

+++Scenario F:
You are looking for Federal educational resources that are available for schools in your area.

(1)   - Government Gateway
            - State and Local Employees
                - "Education and Employment"
                    - "Educational Resources" section: "Federal Resources for Schools" link
        Link: Federal Resources for Educational Excellence page: http://www.ed.gov/free/index.html

VII. Scenarios Specific to Federal Government Employees:

Scenario A:
You will soon receive a grade increase and want to see what your new federal salary will be.

  (1)   - Government Gateway
          - Federal Employees
             - "Featured Links":   "2002 Pay Tables"
                Link: 2002 GS Locality Pay Tables http://www.opm.gov/oca/02tables/indexGS.htm

Scenario B:
You are interested in changing jobs and would like to look for job openings in the Federal government.

  (1)   - Government Gateway "Online Services" box from Home Page
              - "Government Jobs" link   http://www.usajobs.opm.gov/

  (2) - Government Gateway
         - "Federal Employees" page:
           - "Featured Links: "USAJobs":   http://www.usajobs.opm.gov/

Scenario C:
You recently traveled to Atlanta on government business and need to complete a travel voucher (or complete one for your supervisor). You need to find the current per diem rate for Atlanta.

  (1)   - Government Gateway "Online Services" box from Home Page
             - "Per diem Rates" link
             Link: http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd02d.html
             (type in Atlanta in search box or click on state of Georgia)

  (2)   - Government Gateway
            - Federal Employees
              - "Travel" section: "Per Diem Rates, Domestic"
             Link: http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd02d.html
             (type in Atlanta in search box or click on state of Georgia)

Scenario D:
It's time for your first performance appraisal and you'd like to find out more about the appraisal system and performance standards.
  (2)   - Government Gateway
          - Federal Employees
           - "Workplace Issues" section: "Performance Plans and Appraisals"
             Link to OPM Page on Performance FAQs: http://www.opm.gov/perform/faqs/faqs.htm

Scenario E:

You need to purchase supplies or equipment for your department. You are wondering if there are any government-wide purchasing centers where you can buy these products online.

(1)   - Government "Online Services" box: "Buy Supplies and Services" link
        Link: GSA Advantage Main Page: http://www.gsaadvantage.gov/advgsa/main_pages/start_page.jsp

(2)   - Government Gateway
              - Federal Employees
                - "Acquisition and Procurement" section: "GSA Advantage for Federal Purchasers"
        Link: GSA Advantage Main Page: http://www.gsaadvantage.gov/advgsa/main_pages/start_page.jsp

VIII.   **Participant's Own Scenario:**

Not including tasks that you have just done here, what are the top three things you personally might go to this site for?

(If participant needs more help, ask: Have you recently wanted to look up anything from the government that you think might be on this site or that you think you might get to from this site?)

1)
2)
3)

Have participant chose one thing from whatever they say and have them try it:

Participant's Scenario that is tested:

IX.   Probes after the Scenarios: Those with (++) could be dropped

1)   What is your general reaction to this website?

2)   What is your reaction to the design (the way the site looks?)

3)   What do you think of the name FirstGov and the tagline "Your First Click to the U.S. Government?"

4)   +++How easy or difficult was it to navigate around the site and locate the information you were looking for?

5)   **(BOB – let me know if this is the best placement for this question. We can give this to participants as separate sheet of paper).** Please rate, in your opinion, the most important features of the FirstGov website. (Provide ratings for the following items where 1 = Most important, 8 = Least important, or NA)

　　　___　　　To conduct online transactions
　　　___　　　To learn about the U.S. and how government works
　　　___　　　To provide access to information about topics of interest to me
　　　___　　　To contact elected and public officials and other government personnel
　　　___　　　To engage in online exchanges of similar communities of interest
　　　　　　　　(citizen/business/government)
　　　___　　　To change citizens' perception of government as inaccessible, impersonal,
　　　　　　　　inefficient, bureaucratic, and boring
　　　___　　　To provide immediate access to the most up-to-date news from government.
　　　___　　　Other: _____

6)   +++What do you think is the most important information or features for this site to display on its Home Page?

7)   What did you like best about the site?

8)   What did you like least about the site?

9)   Would you be likely to use this site again?   Why or why not?

10)   +++What specifically would you use this site for?   (Please think both about what you saw and did today and what you might want to use this site for that you did not do today.)

11)   What do you feel is missing on this site?

12)   How does this site make you feel about the government?

13)   If you were to describe this site to a friend, what would you say?

VII. Additional Questions about Special Features (if necessary and if time allows):

Search: If participants did not use this or used it infrequently, ask why. If they didn't use it, ask them how they would use it. Ask all participants how they would use the "Federal," "State," and "Both" buttons.

Select A Topic from Left Navigation Column: If participant used it, ask for a reaction. If participant did not use it, point it out and ask for comments.

Comment to Government: Ask participants what they expect to find under that link. Ask the participant if they would be likely to click on that link as it's currently displayed.

Government Shopping: Ask participants what they expect to find under that link. Ask the participant if they would be likely to click on that link as it's currently displayed.

Free E-mail Newsletters: Ask participants what they expect to find under that link. Ask the participant if they would be likely to click on that link as it's currently displayed.