Usability Testing Task List

Introduction (5 minutes)

Hello my name is ____. I want to start off by letting you know that I am an independent moderator. What that means is that I am not looking for you to say one thing or feel another. In fact, I am just here to guide the conversation along. There are no "right or wrong" answers. Every thing we talk about will remain confidential. Your name will not be associated with any specific comment—we're looking at user experiences at an aggregate level. I would also like to point out a few things before we get started. I am audio taping this discussion and so I could focus on our conversation.

Section I: Awareness/Opinions of American Recovery and Reinvestment Act of 2009 (5 minutes)

In just a few minutes I am going to have you critique a government website. [Ask respondent if they have ever participated in a usability test and explain the process and reasons for testing (e.g. enhancing user experience).]

But before we get to that step I would like to learn more about your thoughts on the current state of the economy.

Discuss what they know about the economy stimulus and road to recovery.

What do you know about the $787 billion stimulus package? What types of programs or projects does it fund?

What resources do you currently use/or would you use to learn more about the recovery process and allocation of the $787 billion stimulus package? (Create list. See if Recovery.gov is mentioned on an unaided basis.)

If not mentioned ask, are you aware of a website called Recovery.gov? What kinds of information/content might be included on a website called Recovery.gov?

Have you ever visited this website? If yes, what kinds of information were you looking for at Recovery.gov?

What kinds of information did you find on this website?

Section II: Reveal Recovery.gov Website (45 minutes)

Turn over Webex.com controls to the respondent. The moderator will have full view of the respondent's web browser and mouse placement.

Objective 1: Please show me how you would access the Recovery.gov website. Track navigation path (i.e., via a specific search engine or the designated URL).

Objective 2: Landing page content: Gauge response to featured content and navigation scheme found at Recovery.gov.

Please take a moment to familiarize yourself with the site. [Moderator: observe while the participant navigates the user interface. Ask the respondent to describe what they are thinking at this time.]
- What is your initial thought of this webpage?
- What are the first 2 or 3 words you would use to describe this website?
- What is the purpose of this site?
- What is the first area that you gravitate towards? Why? Where would you click first? Please click on it. Does it provide the information you expected to find? Discuss.
- What sections do you/would you use most? Why?
- What would you expect to find if you clicked on content under the following headers? *(Actual number might vary depending on time allowed.)*
  - o Accountability
  - o Where is the Money Going?
  - o Opportunities
  - o News
  - o FAQs + Resources
  - o Contact Us
  - o Chairman's Corner
  - o Did you know?
- Go through each secondary and tertiary content level header. Is this what you expected to find?
- [Note to Moderator: Inquire about the overall design.] Do you like the layout? Is the information easy to find and read? Inquire about color scheme. Is there anything you would change about it?
- Please show me how you would return to the home page.
- [Note to Moderator: Inquire about nomenclature.] Do navigation labels make sense? How would you improve nomenclature? Is there simpler terminology that can be used?
- Imagine for a moment, you stepped away from this web page and returned to continue your visit. Would you know your exact placement within the site? What are your thoughts on the website navigation? How easy is it to access and differentiate supporting content?

MANDATORY EXCERISE FOR ALL RESPONDENTS
Please show me how you would find…

1. A method to report Fraud, Waste and Abuse of Recovery funds.
2. A Recovery job.
3. Funding By State. (Insert name of respondent's home state.)
4. Financial status (amount available/paid out) by respondent's home state.
5. Names of recipients in respondent's neighborhood.
6. Contact information on Whistleblower Protection.
7. Access to the data dictionary.
8. Contract recipient information for… (Insert example. Rotate each session.)
9. Funding notifications for… (Insert specific Agency. Rotate each session.)
10. The amount of contracts, grants and loans for a specific locale. (Use respondents zip code.)
11. News about Recovery funding.
12. Investment/spending by Agency. (Rotate Agency.)
13. Return to the home page from second/tertiary content levels.
14. FAQs

Section III. Conclusion

- In closing, please offer 1-2 pieces of advice to improve your experience interacting with Recovery.gov.

- Thank respondents again for their time and participation. Inform the respondent that their incentive check will be processed within 3 to 5 business days.