

## Focus group testing for Public Safety Community (APCO)

Sample group: APCO

### General Overview Questions

- What industry segment is the user is from?
- What do you use the website for most?
- How often do you use the FCC website?
- How do you typically access public safety information on fcc.gov?
- Do you maintain bookmarks to specific pages on fcc.gov?
- How easy, or difficult, is it to find specific information on the FCC website? Examples.
- How easy, or difficult, is it to find general information on the FCC website? Examples.
- Do you use FCC site search to find public safety information? If yes, please describe a typical search experience.
- Do you typically use external search engines such as Google to access FCC information?
- Do you use the FCC site navigation at the top of the homepage to find public safety information? If yes, please describe a typical experience.
- Do you use the FCC homepage? If yes, please describe how you use the homepage.
- Do you use the Quick Links on the FCC Homepage?
  - If so, which ones? ULS? ECFS?

### PSHSB Questions

- Do you use the PSHSB homepage?
  - If yes, how do you access the page and what do you use it for?
  - What information do you expect to find on the PSHSB homepage?
  - What information is missing?
- Do you use the Public Safety page in the Our Work section?
  - If yes, do you use the feature carousel at the top of the Our Work/Public Safety page?
- Do you use the Public Safety Topic Browser?
- What suggestions do you have for improving FCC.gov for the public safety community?

### Other FCC Resources

- Do you use MyFCC.gov (personalized homepage)?

### Other Questions:

- What do you like most about the website?
- What do you like least about the website?