

Usability.gov User Feedback Survey Draft V5 | 2012

Introduction

The Department of Health and Human Services (HHS) is revitalizing its flagship Website devoted to the user experience, www.Usability.gov. In preparation for this redesign, we would like to learn from you what you value about the current site, what you think should be changed or added to the site and how the site could better serve the user experience community.

One key to this revitalization is updating the usability guidelines book, [The Research-Based Web Design & Usability Guidelines](#). The Guidelines were revised in 2006. Much has changed since then, including; Web 2.0, social media, mobile web, responsive design, plain language, and agile usability, among others. We are very interested in learning about your usage of the Guidelines, and what you feel should be changed or added.

This survey will take 10-15 minutes and your responses and comments will be invaluable to the revitalization of www.Usability.gov.

Thank you in advance for your time.

Usage

1. Ideally, what are the top five tasks that you believe a site called Usability.gov should be able to support?
2. Have you visited Usability.gov?
 1. Yes
 2. No
 3. Not sure

[Programming Note: If no or not sure – go to *Expectations*]

Previous Usage

3. When was your last visit to Usability.gov?

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379 . The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

- Today
 - Within the last week
 - Within the last month
 - A few months ago
 - A year ago
 - Longer than a year ago
4. On your last visit, what was your primary reason for visiting the site?
1. Researching methodology
 2. Reviewing guidelines
 3. Utilizing the templates
 4. Looking for contact information for the lab
 5. Other: _____
5. When you think about the site, what words or phrases come to mind?
6. Please rate the site based on the following criteria:
- Design [look and feel]
 - Usability
 - Relevancy of content
 - Quality of content
 - Quality of the site as a personal resource
 - Quality of the site as a professional resource
 - Connection to the community

Scale:

- Above average
- Average
- Below average
- N/a

Expectations

7. Please rate the importance of the following information categories for a site called Usability.gov.
1. Basic information about Usability
 2. Usability Methodology
 3. Form and report templates
 4. Resources across the Government
 5. Articles

6. Discussion groups
7. Blogs
8. Usability Guidelines
9. Usability Best Practices

Scale

- Very important
- Important
- Neutral
- Not very important
- Not important at all

8. Who do you feel is the audience for Usability.gov? Please select all that apply.
 1. Experienced professionals
 2. New professionals
 3. Students
 4. Academics
 5. Industry
 6. Government
 7. Researchers
 8. Other: _____

9. What priority would you give the following for inclusion on the new Usability.gov website?
(Scale – Vital, Nice to have, Not necessary)
 1. Academic program listings
 2. Accessibility/508 and usability
 3. Best practices
 4. Blogs
 5. Event postings
 6. Examples of how usability testing advanced a site
 7. Featured articles
 8. Glossary
 9. Heuristic guidelines
 10. Methodologies
 11. Publication/book reviews
 12. Scholarly articles & research findings
 13. Social media

14. Templates (for planning, reporting and documentation)
15. Usability guidelines
16. User groups

Other items vital for inclusion:

10. What do you feel the site would need to do or include becoming, or remaining, a major resource for the usability community in the coming year?

11. How likely are you to access the Usability.gov website on the following devices in the next 3 months:

1. Laptop or desktop computer
2. Tablet computer
3. Smartphone
4. Kindle

Scale:

- Very likely
- Likely
- Neither
- Not very likely
- Not likely at all

Comments:

12. This summer the Usability Professional Association (UPA) became the User Experience Professionals Association (UXPA).

In your opinion, how important is the inclusion of “user experience” in the name of the site currently known as Usability.gov?

- Very important
- Important
- Neutral
- Not very important
- Not important at all

Comments:

Guidelines

13. Have you used the Research-Based Web Design & Usability Guidelines?

1. Yes
2. No
3. Not sure

14. Did you or have you used the online or hard copy version of the Guidelines?

1. Online
2. Hardcopy [go to #19]
3. Both

15. [Programming Note: If online or both] How recently did you access the guidelines?

1. Today
2. Within the last week
3. Within the last month
4. A few months ago
5. A year ago
6. Longer than a year ago

16. [Programming Note: If “within the last month” or more recently] How did you access the online version of the guidelines?

1. Through Usability.gov
2. Through a bookmark

17. How likely are you to access The Research-Based Usability Guidelines on the following devices in the next 3 months:

1. Laptop or desktop computer
2. Tablet computer
3. Smartphone
4. Kindle

Scale:

- Very likely
- Likely
- Neither
- Not very likely
- Not likely at all

Comments:

18. We are planning a new version of the guidelines to launch in 2013. What topics or trends do you feel it is imperative that we add to the Guidelines to make them current?

19. How likely would you be to download the following:

1. An App to search the new version of the guidelines
2. An eBook version of the new version of the guidelines

Scale:

- Very likely
- Likely
- Neither
- Not very likely
- Not likely at all

Comments:

Social Media/Community Building

20. Which of the following social media outlets are you be likely to use to post usability/UX related material or links?

1. Email
2. A blog
3. A personal site
4. A professional site
5. Facebook
6. Twitter
7. Pinterest
8. Tumblr
9. None of the above
10. Other: _____

21. [Programming Note: If they indicated a they have a blog, a website, Facebook or twitter] How likely are you to link to, share information from or follow Usability.gov?

1. Very likely
2. Likely
3. Neither
4. Not very likely
5. Not likely at all

Can you tell us why or why not?

22. In the past, have you read, linked to or syndicated blogs posted on Usability.gov? Please select all that apply.

1. Read
2. Linked to / posted
3. Syndicated
4. Other: _____

23. What type topics or UX experts would you expect to blog for usability.gov?

24. How often would you expect a new blog to be posted on usability.gov?

1. Weekly
2. Bi-weekly
3. Monthly
4. Quarterly

5. Other: _____

Other Resources Used

25. Whom do you view as the influential voices for the UX community today?

26. What blogs do you read?

27. What websites do visit?

Evidence-Based Usability Guidelines 2013

We are seeking the participation of the best minds in user experience to be involved in the 2013 edition of the Evidence-Based Web Design & Usability Guidelines.

We would welcome the opportunity to gather feedback from you on the current guidelines, their content and usage, your recommendations for important additions addressing the above-mentioned developments, and suggestions for developing the Website as a forum for UX practices.

If you are interesting in participating, please contact Info.Usability@hhs.gov .

Thank you for your time and input today. Your comments were invaluable.

Please keep watching Usability.gov for more information on upcoming changes to the site.