

# Usability.gov Post Release Feedback Survey Draft **2013**

## v1

---

### Introduction

Usability.gov, the leading resource for user experience (UX) best practices and guidelines, serving practitioners and students in the government and private sectors, has [recently been relaunched](#). The site provides overviews of the [user-centered design process](#) and various [UX disciplines](#). It also covers the related information on [methodology and tools](#) for making digital content more usable and useful.

Since the cornerstone of User Experience is gathering feedback from members of your audience we would appreciate learning from you what you like, dislike or would like to see added or changed on the site.

This survey will take less than 10 minutes and your responses and comments are encouraged and welcome.

Thank you in advance for your time.

---

### Initial Reaction

1. How frequently do you visit Usability.gov?
  - Daily
  - Weekly or several times a week
  - Monthly or several times a month
  - A few times a year
  - Less frequently
  - I have not visited Usability.gov
2. What lead you to the new Usability.gov?
  - Search engine
  - Social media
  - Email
  - The booth or presentation at UXPA International
  - DigitalGov Webinar
  - Recommended by a colleague

*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*

- Other [TEXT BOX]
3. Ideally, what are the top tasks you believe a site called Usability.gov should be able to support?
  4. How well does the site address each of those tasks?
    - Completely
    - Partially
    - Not at all

Please tell us more.

5. What are your general impressions of the site?

## Ratings

6. Please rate the new site based on the following criteria:
  - Quality of content
  - Design [look and feel]
  - Navigation
  - Functionality
  - Usability
  - Relevancy of content
  - Quality of the site as a resource
  - Connection to the community

Scale:

- Above average
- Average
- Below average
- N/A

Comments:

7. Please rate the importance of the following content on Usability.gov.
  - Basic information on Usability/UX
  - Best practice methods
  - Templates
  - Government-specific information
  - Usability Guidelines

- Glossary
- Trainings materials
- References
- Book list

Scale

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

Comments:

8. Who do you feel is the audience for the new Usability.gov? Please select all that apply.

- Digital Professionals
- UX professionals
- Researchers
- Those in government service
- Those in private industry
- Students
- Educators
- Other please specify: \_\_\_\_\_

Comments:

9. How confident are you that the content provided on the site is accurate, current and a thought leader?

- Accurate
- Current
- A thought leader

[Scale: Very confident, Confident, Neutral, Not very confident, Not confident at all]

Please tell us more:

10. How likely are you to do the following:

- Revisit the site for information or guidance

- Follow @Usabilitygov on Twitter
- Sign up for email updates
- Subscribe to the blog RSS feed
- Submit blogs for inclusion on the site
- Recommend the site to others
- Link to the site from your content
- Suggest additional resources for inclusion on the site [examples: books, templates or webinars]

#### Scale

- Very likely
- Likely
- Not sure
- Not very likely
- Not likely at all

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

- Laptop or desktop computer
- Tablet
- Smartphone

#### Scale:

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

#### Comments:

12. What do you feel the site would need to do or include to become or remain a major resource for the community?

13. How would you describe the site to a colleague?

14. Final thoughts or comments:

Thank you for your time and input today.

Consider getting involved with the Usability.gov Program by:

- Submitting blogs or suggesting additional content for inclusion on the site
- Getting involved in the Guidelines update
- Learning more about how federal agencies can schedule tests in the HHS Usability Lab

You can also stay connected by:

- Following us on Twitter @UsabilityGov
- Signing up for email updates
- Subscribing to the blog RSS feed