

DRAFT

SSA Mobile Website - User Testing Information/Questions/Scenarios

Introduction:

Social Security has developed a prototype of a mobile version of our website, which we hope to make available to the public later this year. We'd like you to look at our prototype and give us your impressions. Then, we'd like to present you with a few tasks and see if you would be able to accomplish them on this mobile website. We're also interested in how you go about getting the tasks done.

Initial Questions:

- 1) Have you visited the Social Security website before?
- 2) If yes, what information or services were you looking for?

First Impressions of the site:

Please pull up the Social Security mobile website prototype on your mobile device and take a few minutes to look at the first screen.

www.ssa.gov/dev/mobile

Briefly, what would you expect to find when you click on each of the buttons?

- Online Services
- My Social Security
- SSN
- Contact Us
- Office Closings
- FAQs
- News
- Learn About
- Publications
- Social Media

Scenarios:

Now, let's pretend that you are trying to complete the following tasks. What would you do?

1. You lost your Social Security card and you want information about replacing it.
2. You want to find out where the nearest Social Security office is.
3. You want to read a Social Security publication, and you also want to be able to listen to it and order a copy.

4. You want to read news article about Social Security.
5. You want to set up a personal my Social Security account.
6. You are viewing one of the pages on the mobile site and want to go back to the home page.
7. You need to go to the Social Security office, but there was a hurricane in your area, and you want to find out if the office is closed.
8. You are unable to find the information you are looking for on the mobile site and decide to go to the main Social Security site.
9. You are getting ready to retire and want some basic information.
10. You want to watch a video about Social Security on You Tube.
11. You want to apply for Social Security disability benefits online.
12. You have a simple question about Social Security and need a quick answer.

Follow Up Questions:

Now that you've had a chance to use our mobile website prototype, we'd like to ask you some final questions:

1. What is your overall impression of the site?
2. How does our new mobile site compare to other mobile sites you have visited?
3. What do you think about the
 - a. color scheme
 - b. design
 - c. look and feel
 - d. ease of reading (both font style and size)
4. Do you think you would use the Social Security mobile website?
5. Do you have any suggestions for improvements?

Please read to participants:

PAPERWORK REDUCTION ACT STATEMENT: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. The Office of Management and Budget approval number for this information collection is 0960-0788. We estimated that it would take between 30 to 90 minutes to participate in this survey. Send only comments on our time estimate to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401.