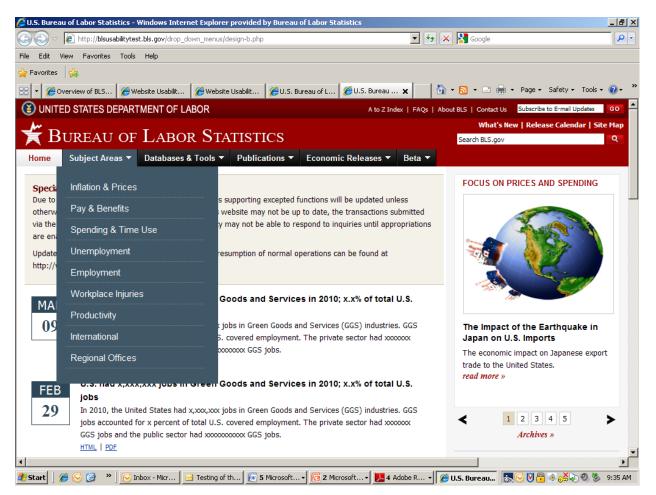
# Attachment 1 - Illustrations of Drop-Down Menus

## **Prototype A – Click on/off Option**

🕙 🗢 🙋 http://blsusabilitytest.bls.gov	//drop_down_menus/design-a.j	php	▼ <sup>4</sup> 7 ×	🕻 🛃 Google
Edit View Favorites Tools Help				
avorites 👍				
🔹 🏈 Overview of BLS Statis 🏼 🏈 Web	site Usability Testi 🛛 🏉 Web	bsite Usability Tes	ti 🌈 U.S. Bureau of Lab 🗙 🛛 🐴	🝷 🔂 🝷 🚍 🝷 Page 👻 Safety 👻 Tools 👻 🕡
UNITED STATES DEPARTMENT	OF LABOR		A to Z Index   FAQs   Abo	out BLS   Contact Us Subscribe to E-mail Updates GO
<b>*</b>	~			What's New   Release Calendar   Site Ma
BUREAU OF LA	bor Statis	TICS		Search BLS.gov
me 🔻 Subject Areas 🔺 Datat	oases & Tools 👻 Publ	ications 👻	Economic Releases 👻 Beta 👻	
IFLATION & PRICES view all	UNEMPLOYMENT	view all	WORKPLACE INJURIES	FOCUS ON PRICES AND SPENDING
onsumer Price Index roducer Price Indexes nport/Export Price Indexes	National Unemployment State & Local Unemployr Unemployment Researc	ment Rates	INTERNATIONAL view all International Labor Comparisons International Technical Cooperation	
AY & BENEFITS view all lages by Area & Occupation	EMPLOYMENT Worker Characteristics	view all	Import/Export Price Indexes	
amings by Industry ational Compensation Data	National Employment Employment by Occupati	ion	REGIONAL OFFICES view all New England (Boston)	
			New York-New Jersey (NY City)	The Impact of the Earthquake in
PENDING & TIME USE view all	PRODUCTIVITY	view all	Mid-Atlantic (Philadelphia)	Japan on U.S. Imports The economic impact on Japanese export
onsumer Expenditures ow Americans Spend Time	Labor Productivity & Cost Multifactor Productivity Productivity Research	ts	×	trade to the United States. read more »
jobs accounted for x per	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	employment.	d Services (GGS) industries. GGS The private sector had xxxxxx	< 1 2 3 4 5 > Archives »

• Need to click on tab to open, and click on X to close.

### Prototype B – Compact Menus



- Dragging mouse over menu will open it
- Menu closes when you move mouse off it (no clicking necessary)
- Higher-level categories are displayed (not as many sub-categories displayed)

# Prototype C – Same as current menu, but with hover delay

⊙ ~ .	🙋 http://blsusabilitytes	t.bls.gov/drop_down_menus/design-c.php	• •	🗙 🛃 Google 🛛		
Edit V	/iew Favorites Tools	Help				
avorites	<b>4</b>					
• 🥖 🔿	verview of   🄏 Websit	e Usa 🏽 🏉 Website Usa 🥻 U.S. Bureau	Subject Are 🏀 U.S. Bur 🗙 🛛 💈	👔 🔹 🔝 📼 🚍 🔹 Page 🔹 Safety 🔹 Tools 🔹 🔞		
UNITE	ED STATES DEPART	MENT OF LABOR	A to Z Index   FAQs   A	About BLS   Contact Us Subscribe to E-mail Updates GO		
~				What's New   Release Calendar   Site Maj		
R B	UREAU OF	LABOR STATISTICS		Search BLS.gov		
me 🔻	Subject Areas 🔻	Databases & Tools  Publications	▼ Economic Releases ▼ Beta ▼			
NFLATIO	N & PRICES »	UNEMPLOYMENT »	PRODUCTIVITY »	FOCUS ON PRICES AND SPENDING		
onsume	er Price Index	National Unemployment Rate	Labor Productivity & Costs			
roducer	Price Indexes	State & Local Unemployment Rate:	s Multifactor Productivity			
nport/Exp	port Price Indexes	Mass Layoffs	Productivity Research			
mploym	ent Cost Index	Unemployment Research	Productivity Overview			
contract E	Escalation	Unemployment Overview				
rice Inde	ex Research	EMPLOYMENT »	INTERNATIONAL »	A Sime		
nflation &	Prices Overview	National Employment	International Labor Comparisons	The Contract		
		State & Local Employment	International Technical Cooperation	140		
PAY & BE	NEFITS »	State & County Employment	Import/Export Price Indexes	The Impact of the Earthquake in		
mploym	ent Costs	Worker Characteristics	International Overview	Japan on U.S. Imports		
lational (	Compensation Data	Employment Projections	REGIONAL OFFICES »	The economic impact on Japanese export		
Vages by	Area & Occupation	Job Openings & Labor Turnover	New England (Boston)	trade to the United States.		
arnings	by Demographics	Employment by Occupation	New York-New Jersey (NY City)	read more »		
arnings	by Industry	Work Experience Over Time	Mid-Atlantic (Philadelphia)			
ounty W	ages	Business Employment Dynamics		< 1 2 3 4 5 <b>&gt;</b>		
lenefits		Employment Research	Southeast (Atlanta)	Archives »		
ompens	ation Research	Employment Overview	Midwest (Chicago)			
			Southwest (Dallas)			

- Menu drops, with slight delay, when you move mouse over it
- Moving mouse off menu makes it disappear (no clicking necessary)
- Have to scroll to see entire menu

# Prototype D – Current menu (baseline)

Edit View Favorites Tools Help   Favorites   Favorites   Coverview   Website   Website   Website   Wussite   Productivity & Costs   Mussite   Mass Layoffs   Productivity Overview   International   Unemployment Cost Index   Price Index Research   Procurate Lascalation   Price Index Research   Procuctivity Overview	adates GO ar   Site Map Q
Website Website   Website <th>adates GO ar   Site Map Q</th>	adates GO ar   Site Map Q
UNITED STATES DEPARTMENT OF LABOR   A to 2 Index   FAQs   About BLS   Contact Us What's New   Release Calenda Subject Areas   Databases & Tools   Publications   Economic Releases   Beta   INFLATION & PRICES > UNEMPLOYMENT > National Unemployment Rate Consumer Price Index National Unemployment Rate State & Local Unemployment Rate Unemployment Cost Index Unemployment Cost Index Contract Escalation Price Index Research Price Index Research Price Index Research Price Index Research Detail of the Research Price Index Resea	adates GO ar   Site Map Q
What's New   Release Calenda         Subject Areas < Databases & Tools < Publications < Economic Releases < Beta	ar   Site Map Q
Subject Areas Databases & Tools   Nume Subject Areas   Databases & Tools Publications Economic Releases Beta INFLATION & PRICES >> UNEMPLOYMENT >> National Unemployment Rate State & Local Unemployment Rates State & Local Unemployment Rates State & Local Unemployment Rates Import/Export Price Indexes State & Loyoffs Productivity Research Productivity Overview Unemployment Overview International Notice Index Research Price Index Research Price Index Research Notice Index Research Note: Research Not: Research <	Q
Subject Areas       Databases & Tools       Publications       Economic Releases       Beta         INFLATION & PRICES »       UNEMPLOYMENT »       PRODUCTIVITY »         Consumer Price Index       National Unemployment Rate       Labor Productivity & Costs         Producer Price Indexes       State & Local Unemployment Rates       Multifactor Productivity         Import/Export Price Indexes       Mass Layoffs       Productivity Research         Employment Cost Index       Unemployment Research       Productivity Overview         Contract Escalation       Unemployment Overview       INTERNATIONAL »	
INFLATION & PRICES » UNEMPLOYMENT » PRODUCTIVITY » Consumer Price Index National Unemployment Rate Labor Productivity & Costs Producer Price Indexes State & Local Unemployment Rates Multifactor Productivity Import/Export Price Indexes Mass Layoffs Productivity Research Employment Cost Index Unemployment Research Productivity Overview Contract Escalation INTERNATIONAL »	DING
Consumer Price Index National Unemployment Rate Labor Productivity & Costs Producer Price Indexes State & Local Unemployment Rates Multifactor Productivity Import/Export Price Indexes Mass Layoffs Productivity Research Employment Cost Index Unemployment Research Productivity Overview Contract Escalation Unemployment Overview Price Index Research INTERNATIONAL >	DING
Producer Price Indexes State & Local Unemployment Rates Multifactor Productivity mport/Export Price Indexes Mass Layoffs Productivity Research Employment Cost Index Unemployment Research Productivity Overview Contract Escalation Unemployment Overview Price Index Research INTERNATIONAL >>	
mport/Export Price Indexes Mass Layoffs Productivity Research Unemployment Research Productivity Overview Unemployment Overview INTERNATIONAL »	
Employment Cost Indexes Unemployment Research Productivity Overview Contract Escalation Unemployment Overview Price Index Research INTERNATIONAL »	
Employment Cost Index Productivity Overview Contract Escalation Unemployment Overview Price Index Research INTERNATIONAL »	1
Contract Escalation Price Index Research INTERNATIONAL »	
nflation & Prices Overview	
National Employment International Technical Cooperation State & Local Employment	
PAY & BENEFITS » Import/Export Price Indexes The Impact of the Earthquak	hquake in
Employment Costs Worker Characteristics International Overview Japan on U.S. Imports	
National Compensation Data         Employment Projections         The economic impact on Japanese	e export
Vages by Area & Occupation Job Openings & Labor Turnover REGIONAL OFFICES » trade to the United States.	
Earnings by Demographics Employment by Occupation New England (Boston)	
Earnings by Industry Work Experience Over Time New York-New Jersey (NY City)	
County Wages Business Employment Dynamics Mid-Atlantic (Philadelphia)	>
Benefits Employment Research Southeast (Atlanta) Archives »	
Compensation Research Midwest (Chicago)	

- Current menu on BLS.gov
- Menu drops immediately (no delay) with mouseover
- Moving off menu makes it disappear quickly
- Have to scroll to see entire menu

### ATTACHMENT 2: Parent/Guardian Consent Form

#### **Parental Consent Form**

The Bureau of Labor Statistics (BLS) is conducting research to improve the quality of its web-based materials. This specific study is designed to determine the effectiveness of menus provided for navigation throughout the BLS.gov website.

During this research your child will be observed by a BLS researcher, comments will be audiotaped, and a computer program will be used to record entries and timing data for later analysis. Please note that this is a not a test of your child's abilities. Instead, we are interested in how well the website is designed and how easy it is to use. Any difficulty your child might encounter with certain tasks will provide us with information we can use to redesign the website to make it easier to use.

Participation in this research project is voluntary, and your child has the right to stop at any time. We estimate the session will last an average of 45-60 minutes. As a thank you for making the effort to come into our lab and participate, we will give your child a check for \$40. If you would like to talk with a researcher before giving your permission, please see the contact information below. If you agree to allow your child to participate, please sign below.

The BLS, its employees, agents, and partner statistical agencies, will use the information your child provides for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your child's responses will not be disclosed in identifiable form without your informed consent. The Privacy Act notice on the back of this form describes the conditions under which information related to this study will be used by BLS employees and agents.

Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. The OMB control number is 1220-0141 and expires February 28, 2015.

\_\_\_\_\_

I have read and understand the statements above, and I give my consent for my child to participate in this study.

Parent's or Guardian's signature

Date

Parent's or Guardian's printed name

OMB Control Number: 1220-0141 Expiration Date: 2/28/2015 Contact Information for BLS Researchers: Dr. Bill Mockovak, 202-691-7414

#### **PRIVACY ACT STATEMENT**

In accordance with the Privacy Act of 1974, as amended (5 U.S.C. 552a), you are hereby notified that this study is sponsored by the U.S. Department of Labor, Bureau of Labor Statistics (BLS), under authority of 29 U.S.C. 2. Your voluntary participation is important to the success of this study and will enable the BLS to better understand the behavioral and psychological processes of individuals, as they reflect on the accuracy of BLS information collections. The BLS, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent.

### ATTACHMENT 3: Participant Consent Form

#### **Consent Form**

The Bureau of Labor Statistics (BLS) is conducting research to improve the quality of its web-based materials. This specific study is designed to determine the effectiveness of menus provided for navigation throughout the BLS.gov website.

During this research you will be observed by a BLS researcher, comments will be audiotaped, and a program will be used on the computer to record entries and timing data for later analysis.

We estimate it will take you an average of 45-60 minutes to participate in this research. Your participation in this research project is voluntary, and you have the right to stop at any time. If you agree to participate, please sign below.

Please note that this is a not a test of your abilities. Instead, we are interested in how well the website is designed and how easy it is to use. Any difficulty you might encounter with certain tasks will provide us with information we can use to redesign the website to make it easier to use.

The BLS, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent. The Privacy Act notice on the back of this form describes the conditions under which information related to this study will be used by BLS employees and agents.

Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. The OMB control number is 1220-0141 and expires February 28, 2015.

I have read and understand the statements above. I consent to participate in this study.

Participant's signature

Date

Participant's printed name

Researcher's signature

OMB Control Number: 1220-0141 Expiration Date: 2/28/2015

#### **PRIVACY ACT STATEMENT**

In accordance with the Privacy Act of 1974, as amended (5 U.S.C. 552a), you are hereby notified that this study is sponsored by the U.S. Department of Labor, Bureau of Labor Statistics (BLS), under authority of 29 U.S.C. 2. Your voluntary participation is important to the success of this study and will enable the BLS to better understand the behavioral and psychological processes of individuals, as they reflect on the accuracy of BLS information collections. The BLS, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent.

### Attachment 4 - Protocol for In-House and Online Usability Testing

### **In-House Introduction**

- Thank you for coming in today. Before we begin, have you participated in one of our studies before? (a *yes* answer reduces the amount of general background information about the purpose of lab studies and BLS that is provided).
- <u>Background</u>. Let me give you some background for what you will be doing today. The Bureau of Labor Statistics, or BLS, would like to make it as easy as possible for people to find information on its website. Therefore, I am going to ask you to search for some information on the BLS website. You will be presented with a series of tasks and asked to search for a specific section on the website or find information to answer a question.
- Now this next point is important. It's easy to think that we're evaluating you because we're going to ask you to complete tasks, and I'll be watching, but we're really not evaluating you. We're evaluating the website. We might have done a great job designing the website, or we might have done a poor job. The only way we can find out is to have a wide variety of people use it. So, please keep that in mind. We are not evaluating you. So relax and try to have fun today.
- Also, when some people come into our lab, they view whatever we ask them to do as a personal challenge, and they really want to do their best. That's a good attitude up to a point, but what we're trying to do is simulate what you would do if you were at home, or somewhere else, and you came to the BLS website to find some information. We want you to try as hard as you would if you were at home, but if you reach a point where if you were at home you would just skip the task and go to another website, please do that. This is important information for us. If you skip a task, it tells us that we haven't made the website easy enough to use.
- Also, we use software on the computer to record what you are doing. For example, where you move the mouse, what you click on, and so forth. This just helps us summarize what people did. When we produce reports, we do not identify individuals.
- <u>Talk aloud</u>. One more point. As you search for information on the website, it would really be helpful to me if you would talk out loud to explain what you are doing and why. Some people feel very self conscious doing this, but it really helps us determine what you are thinking, and it gives us clues for why a task may be difficult. We have found it helps to give people a little practice doing this to warm up, so before we begin, let's practice a bit. What I want you to do is sit back now and describe what you see when you unlock the door to your apartment or home. Just describe the first room you see after you open the door, including tables, chairs, pictures on the wall, and so on. (Allow description)
- Do you have any questions before we begin?

### **Consent Form**

• Before we begin, I have a consent form that I would like you to read and sign. This acknowledges that you are participating freely in this study.

### Tasks

Now I'm going to walk you through a couple of practice tasks on the computer, so you can see how they will be presented.

### **Complete 2 practice tasks (mention not to use search box)**

Okay, from this point on, you are on your own, so work at your own pace, but please remember to talk out loud about. Tell me what you are thinking and why you are doing something. If you get stuck, feel free to ask me a question, and if you get frustrated and would skip a task, go ahead and skip it.

One more thing before we begin, remember not to use the search box. We're not interested in that today.

Any questions before we begin?

#### **Online Protocol**

Note: Trymyui testers are thoroughly trained in "talking aloud." Also, no training is required on using their system.

#### **Introduction for Tasks**

The Bureau of Labor Statistics (BLS) would like to make it as easy as possible for people to find information on its website. This voluntary study is being collected under OMB No. 1220-0141 and it is estimated it will take you no longer than 20 minutes to complete. You will be presented with a series of tasks and asked to answer a question or search for a specific page on its website. However, this next point is important. When looking for something, please do not use the search box. Make believe it's not even there. Also, if you find that you cannot complete a task, stop and move to the next task. Have fun!

#### Tasks

- 1. Find a publication called the *Occupational Outlook Quarterly*. This is an online magazine about jobs and careers.
- 2. Find the section of this website that provides useful information for students and teachers.
- 3. What is the average yearly wage for all people working in New York state?

- 4. BLS counts the number of mass layoff events in the United States. Find out how many mass layoff events occurred during the month of January 2012
- 5. Find information comparing the number of people unemployed in different countries.
- 6. Find the section that provides information about efforts to measure the number of green jobs in the U.S.
- 7. Find the section that presents information about the number of injuries and illnesses in the workplace.
- 8. Find the section that presents information about the number of strikes by workers or lockouts of workers by employers.

#### Written Feedback

You can ask for written feedback on four questions at the conclusion of the tasks.

- 1. Overall, how easy or difficult were these tasks to complete? Were they very easy, easy, neither easy nor difficult, difficult, or very difficult? How easy do you think these tasks would be for an average American citizen using this website?
- 2. Please tell us what you think about the drop-down menus that appear at the top of each page. For example, did you like the way they worked? Did you like the formatting and the choice of colors?
- 3. Please give us more reactions to the drop-down menus at the top of each page. Did the lists that were shown make sense to you? How do these menus compare with other websites you have used?
- 4. Overall, how easy or difficult were the menus to use? Would you say they were very easy, easy, neither easy nor difficult, difficult, or very difficult?

Attachment 5 – Debriefing and Rating Questions for In-House Participants

- 1. Overall, how easy or difficult were these tasks to complete?
  - Very easy
  - Very
  - Neither easy nor difficult
  - Difficult
  - Very difficult
- 2. How easy or difficult was it to navigate, or move around, on this site?
  - Very easy
  - Very
  - Neither easy nor difficult
  - Difficult
  - Very difficult
- 3. Overall, how easy or difficult were the menus to use?
  - Very easy
  - Very
  - Neither easy nor difficult
  - Difficult
  - Very difficult

## **Debriefing Questions**

- 1. Please tell us what you think about the drop-down menus that appear at the top of each page. For example, did you like the way they worked? Did you like the formatting and the choice of colors?
- 2. Please give us more reactions to the drop-down menus at the top of each page. Did the lists that were shown make sense to you? How do these menus compare with other websites you have used?

## System Usability Scale

	Strongly disagree				Strongly agree
rould like to use this ntly					
bsite unnecessarily	1	2	3	4	5
	1	2	3	4	5
vebsite was easy					
ould need the	1	2	3	4	5
hnical person to his website	1	2	3	4	5
ious functions in re well integrated					
-	1	2	3	4	5
was too much n this website					
	1	2	3	4	5
ne that most people use this website					
	1	2	3	4	5
bsite very use		2	3	4	
ident using the		-	1		
lacin using the	1	2	3	4	5
arn a lot of					
could get going te	1	2	3	4	5

- 1. I think that I wo website frequen
- 2. I found the web complex
- 3. I thought the we to use
- 4. I think that I wo support of a tech be able to use th
- 5. I found the vari this website wer
- 6. I thought there inconsistency in
- 7. I would imagine would learn to u very quickly
- 8. I found the web cumbersome to
- 9. I felt very confi website
- 10. I needed to lea things before I c with this website

## **Using SUS**

The SUS scale is generally used after the respondent has had an opportunity to use the website being evaluated, but before any debriefing or discussion takes place. Respondents should be asked to record their immediate response to each item, rather than thinking about items for a long time.

All items should be checked. If a respondent feels that they cannot respond to a particular item, they should mark the center point of the scale.

# Attachment 6 – Checklist for Evaluating Online Testing

Prototype - \_\_\_\_\_

Task	Location of First Click	Total Number of Clicks	Success 1=Yes 2=No	Time to Complete (success only)	# of Errant Clicks
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## Location of First Click:

SA –Subjects Areas
DT – Database & Tools
P- Publications
ER – Economic Release
B – Beta
E - Elsewhere