
CONSENT FORMS

We are interested in your opinion!

We would like your feedback on a website developed by the U.S. General Services Administration. We want to know what works well for you and what doesn't, so that we can further improve the design of this website.

During this session, we'll

1. Ask you about your background
2. Ask you to give us feedback on the website
3. Ask you to perform a series of tasks to find information on the website

After you finish all of the tasks, we'll also ask you for your thoughts on the design and suggestions for improvement. The whole exercise will take approximately one hour to complete.

During this session, we are keeping track of your interactions with the website, so that we can find ways to improve the website before it is launched. We will also be audio and video taping these sessions.

The information that is captured will only be used to improve the website and for evaluation, research and training purposes. To consent to the use and release of this information, please sign below.

Thank you for your time. Your opinion is very valuable to us!

Name: _____

Date: _____

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. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take one minute to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), ATTN: Ms. Flowers/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Scenarios for USA.gov

Number	Test Objective	Scenario
1	Homepage: Initial Impressions	<p>Take a few minutes to look at the website. What is your initial impression of the site? If you came here on your own, what would you click on first?</p> <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What do you notice first? Is there anything in particular that stood out to your first? ● If you were to come to this website on your own, what would you click on first? ● What types of information do you think you can find on this website? ● When do you think you would use a website like this? ● What do you like best about this page? ● What do you like least about this page?
2	Homepage:	<p>How would you find information about [insert a current topic from the features on the website,</p>

	<p>Feature</p>	<p>which will be determined closer to the date of the usability test]?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Do users notice the title of the feature? ● What do users think of the images? ● What do they think of the headers? Do they like them above the images? Are they helpful to understand the topic featured? ● Do they tap on the images? ● Do users notice/read the descriptions? ● Do users try to swipe the screen to go to the next image? ● Do users know how to advance to the next feature? Do they use the arrows or the radio buttons? ● Do users know how many features are included? <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What do you think about the images used for the feature? Are they helpful? ● What do you think about the descriptions below each of the features? ● How would you navigate to see other features? ● How many other features are there? How can you tell?
<p>3</p>	<p>Homepage: Most Popular AND/OR More Topics Link in Navigation</p>	<p>With the recent economy, you've been having trouble paying your mortgage. If you wanted to find assistance to pay your mortgage, where would you look?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Do users scroll down the page to see this area? ● Are the items easy to tap on a mobile device? ● Are users able to use the anchor links on the pages? ● Are users able to use long pages of links and content? ● If participants use the menu, are they able to drill down into the topics? Do they notice the red button

		<p>for “More Topics?” Are they able to use this list to find the link to “Family, Home and Community?”</p> <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> ● Were you able to find the information to answer your question? Why or why not? ● Did you experience any difficulties in finding this information? ● Is there anything that we could do to make this information easier to find?
4	Return to Homepage	<p>How would you get back to the homepage from here?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Are users able to navigate back to the homepage of the website? ● Do they use the buttons at the top or the page or do they use their browsers' back buttons?
5	Homepage: Apps	<p>You heard that the American Red Cross has an app for everything you need to know about tornados, including preparation. How would you download this app?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Do users scroll down the page to see this area? ● Are users able to easily tap the red button for “Find More Apps?” ● Do users notice the tabs on the page? ● Do users use the categories to find the correct app? ● How do users navigate to find an app in the app gallery? <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> ● Were you able to find the information to answer your question? Why or why not?

		<ul style="list-style-type: none"> ● Did you experience any difficulties in finding this app? ● Is there anything that we could do to make the apps easier to find?
6	Homepage: Switch Languages	<p>Let's pretend you came across this article and wanted to view this page in Spanish, how would you do so?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Are users able to toggle between English and Spanish? ● Do they see the button at the top of the page? ● Do they see the button underneath the Social Media icons that says "Este tema en español"?
7	Homepage: GovD Email Sign-Up	<p>If you wanted to get updates from USA.gov, what would you do?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Are users able successfully sign-up for email updates? ● Do they experience any difficulties or frustrations with the process on a smaller device?
8	Homepage: Social Media	<p>Using this site, how would you follow USA.gov on Facebook?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Where do users look for this information?

		<ul style="list-style-type: none"> ● Do they expect to find the social media icons at the bottom of the page? ● Do users notice the global social media options? ● Do users notice the page-level social media options? ● Do they understand the difference? <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> ● What types of information would you expect to find from USA.gov on Facebook or Twitter? ● How likely would you be to follow USA.gov on Facebook on Twitter? Why or why not?
9	Homepage: Contact Us	<p>If you wanted to contact someone at USA.gov, how would you do so?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Where do users look for this information? ● Do users expect to find this information at the top or at the bottom of the page? ● Do users notice the “Contact Us” information at the top of the page? ● What do they think is tappable, i.e. do users think that the words “Contact Us” are a link? ● Are users able to easily tap the area for the phone and email icons? Are these icons too small to be easily tappable? ● Is the e-mail icon clear to users, i.e. sending an e-mail vs. registering to receive e-mails?
10	Search	<p>You had a pension with a company that went out of business. You’ve heard that there may be an opportunity to claim money that is rightfully yours. How would you conduct a search on this website to find more information about this?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Do users notice the search box? ● Is the placeholder text useful?

		<ul style="list-style-type: none"> ● Are users able to effectively conduct a search and use the search results? ● Are the search results what they expected? <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What is your impression of the search? Was it helpful to you? Why or why not? ● Were you able to find the information to answer your question? Why or why not? ● Did you experience any difficulties in finding this information? ● Is there anything that we could do to make this information easier to find?
11	Menu: Deep Dive	<p>Your son is in his senior year of high school and you are interested in finding out if there are programs to help him pay for college. Using this site what can you find?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Are users able to effectively use the menus? ● Are they able to use the back button on the smartphone/small tablet versions?
12	A-Z Index of Agencies	<p>You would like to find an IRS taxpayer assistance center near you. Using this site, how would you find an IRS center in your hometown?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Are users able to find the A-Z index of agencies? ● Do they select “Government Agencies” or “Contact Government” from the menu? If they select the wrong one, can they get back by selecting the “Back” button in the menu? ● Are users able to use the A-Z list, especially on smaller devices? How does the drop-down list work for users on smartphones?

13	Services	<p>You are planning a trip to Mexico and need a passport. What will you need to do to apply for your passport?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> • Do users know to go to the “Services” menu? • What do users expect to happen when they click on “Apply for a Passport?” • Do users notice that they’ve left the website and are now on another government website? • Do users find the experience jarring? • Are users able to get back to the USA.gov website?
14	Content: Length of Pages	<p>You took your car to an unfamiliar mechanic who caused major damage to your engine. The mechanic was not willing to pay for the damage he caused. You know that's not right and you know that you should be protected in this situation. Using this site, can you find any information about properly filing a complaint against a business?</p> <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> • Were you able to find the information to answer your question? Why or why not? • Did you experience any difficulties in finding this information? • Is there anything that we could do to make this information easier to find?
15	Post Test Questions	<p>Let’s take a look the homepage for the website.</p> <ul style="list-style-type: none"> • What is your overall reaction to the website? • What do you like best about the website?

		How could we improve this website to make it easier to use?				
16	System Usability Scale (SUS)	Strongly disagree			Strongly agree	
		1. I think I would use the website frequently.	1	2	3	4
2. I thought the website was complex.	1	2	3	4	5	
3. I thought the website was easy to use.	1	2	3	4	5	
4. I think that I would need help to be able to use the website.	1	2	3	4	5	
5. I felt the various functions in the website were well-integrated.	1	2	3	4	5	
6. I thought there was too much inconsistency in the website.	1	2	3	4	5	
7. I think most people would learn to use the website quickly.	1	2	3	4	5	
8. I thought the website was difficult to use.	1	2	3	4	5	
9. I felt confident using the website.	1	2	3	4	5	
10. I would need to learn a lot before I could get going on the website.	1	2	3	4	5	

Scenarios for GobiernoUSA.gov

Number	Test Objective	Scenario
1	Homepage: Initial Impressions	<p>Take a few minutes to look at the website. What is your initial impression of the site? If you came here on your own, what would you click on first?</p> <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What do you notice first? Is there anything in particular that stood out to your first? ● If you were to come to this website on your own, what would you click on first? ● What types of information do you think you can find on this website? ● When do you think you would use a website like this? ● What do you like best about this page? ● What do you like least about this page?
2	Homepage: Feature	<p>How would you find information about [insert a current topic from the features on the website, which will be determined closer to the date of the usability test]?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Do users notice the title of the feature? ● What do users think of the images? ● What do they think of the headers? Do they like them above the images? Are they helpful to understand the topic featured? ● Do they tap on the images? ● Do users notice/read the descriptions? ● Do users try to swipe the screen to go to the next image? ● Do users know how to advance to the next feature? Do they use the arrows or the radio buttons?

		<ul style="list-style-type: none"> ● Do users know how many features are included? <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What do you think about the images used for the feature? Are they helpful? ● What do you think about the descriptions below each of the features? ● How would you navigate to see other features? ● How many other features are there? How can you tell?
3	<p>Homepage: Most Popular AND/OR More Topics Link in Navigation</p>	<p>You are an immigrant to the U.S. and have a case pending with the immigration office. How would you follow up on your case?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> ● Do users scroll down the page to see the “Most Popular” area on smaller devices? ● Are the items easy to tap on a mobile device? ● If participants use the menu, do they use the “Services” or “Topics” menus. If they use the “Services” menu, are they surprised to be taken to another government website? If they use the “Topics” menu, are they able to drill down into the topics? Do they notice the red button for “More Topics?” Are they able to use this list to find the link to “Immigration and Citizenship?” ● Do users notice that they’ve left the website and are now on another government website? ● Do users find the experience jarring? ● Are users able to get back to the GobiernoUSA.gov website? <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> ● Were you able to find the information to answer your question? Why or why not? ● Did you experience any difficulties in finding this information? ● Is there anything that we could do to make this information easier to find?

4	Return to Homepage	<p>How would you get back to the homepage from here?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • Are users able to navigate back to the homepage of the website? • Do they use the buttons at the top or the page or do they use their browsers' back buttons?
5	Homepage: Apps	<p>You heard that the American Red Cross has an app for everything you need to know about tornados, including preparation. How would you download this app?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • Do users scroll down the page to see this area? • Are users able to easily tap the red button for "Find More Apps?" <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> • Were you able to find the information to answer your question? Why or why not? • Did you experience any difficulties in finding this app? • Is there anything that we could do to make the apps easier to find? • What did you expect to find when you click on "find more apps"? • What did you expect to find when you click on the app itself?
6	Homepage: Switch Languages	<p>Let's pretend you came across this article and wanted to view this page in English, how would you do so?</p>

		<p>Things to look for:</p> <ul style="list-style-type: none"> • Are users able to toggle between English and Spanish? • Do they see the button at the top of the page? • Do they see the button underneath the Social Media icons that says “This Topic in English”?
7	<p>Homepage: GovD Email Sign-Up</p>	<p>If you wanted to get updates from GobiernoUSA.gov, what would you do?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • Are users able to successfully sign-up for email updates? • Do they experience any difficulties or frustrations with the process on a smaller device?
8	<p>Homepage: Social Media</p>	<p>Using this site, how would you follow GobiernoUSA.gov on Facebook?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • Where do users look for this information? • Do they expect to find the social media icons at the bottom of the page? • Do users notice the global social media options? • Do users notice the page-level social media options? • Do they understand the difference? <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> • What types of information would you expect to find from USA.gov on Facebook or Twitter? • How likely would you be to follow USA.gov on Facebook on Twitter? Why or why not?
9	<p>Homepage:</p>	<p>If you wanted to contact the government or ask a question, how would you do so?</p>

	<p>Contact Us</p>	<p>Things to look for:</p> <ul style="list-style-type: none"> ● Where do users look for this information? ● Do users expect to find this information at the top or at the bottom of the page? ● Do users notice the “Contact Us” information at the top of the page? ● What do they think is tappable, i.e. do users think that the words “Contact Us” are a link? ● Are users able to easily tap the area for the phone and email icons? Are these icons too small to be easily tappable? ● Is the e-mail icon clear to users, i.e. sending an e-mail vs. registering to receive e-mails?
<p>10</p>	<p>Homepage: Search</p>	<p>Imagine that you have lived in the U.S. for many years. Using the search on this site, how would you go about finding information on becoming a citizen?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Do users notice the search box? ● Is the placeholder text useful? ● Are users able to effectively conduct a search and use the search results? ● Are the search results what they expected? <p><i>Potential Probing Questions:</i></p> <ul style="list-style-type: none"> ● What is your impression of the search? Was it helpful to you? Why or why not? ● Were you able to find the information to answer your question? Why or why not? ● Did you experience any difficulties in finding this information? ● Is there anything that we could do to make this information easier to find?

11	Menu: Deep Dive	<p>Your son is in his senior year of high school and you are interested in finding out if there are programs to help him pay for college. Using this site what can you find?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Are users able to effectively use the menus? ● Are they able to use the back button on the smartphone/small tablet versions?
12	A-Z Index of Agencies	<p>You would like to find an IRS taxpayer assistance center near you. Using this site, how would you contact the IRS to find the IRS center in your hometown?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Are users able to find the A-Z index of agencies? ● Do they select “Government Agencies” from the menu? If they select the wrong menu button, can they get back by selecting the “Back” button in the menu? ● Are users able to use the A-Z list, especially on smaller devices? How does the drop-down list work for users on smartphones?
13	Content: Length of Pages	<p>You recently were approved to start working and have just started a new job. You want to deposit your paychecks in a safe place. What information can you find about banking in the United States?</p> <p><i>Things to look for:</i></p> <ul style="list-style-type: none"> ● Are users able to effectively use the content pages? ● Are users able to share content pages via social media? ● Can they easily e-mail this content to themselves or others? ● Do users notice the related links? ● Are users able to comment on an article page from mobile?

		<ul style="list-style-type: none"> • What do they think of the size of the images used on these pages? <p>Potential Probing Questions:</p> <ul style="list-style-type: none"> • Were you able to find the information to answer your question? Why or why not? • Did you experience any difficulties in finding this information? • Is there anything that we could do to make this information easier to find?
14	Content: Multimedia	<p>You heard you can get a free credit report. Using this site, how would you find information to obtain a free credit report?</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • What do users think of the multimedia on the page? Do they watch the video? Do they find the information helpful? • Do they see the video transcripts? Do they find them useful?
15	Content: Infographics	<p>You are interested in learning more about the U.S. government and how laws are made, using this site, what can you find.</p> <p>Things to look for:</p> <ul style="list-style-type: none"> • What do users think of the infographic on this page? Is it useful to them? • How do users deal with large images on small devices? • What do they expect to do with them (print, e-mail, save)?
16	Post Test Questions	Let's take a look the homepage for the website.

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17	System Usability Scale (SUS)	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%; text-align: center;">Strongly disagree</th> <th style="width: 10%;"></th> <th style="width: 10%;"></th> <th style="width: 10%;"></th> <th style="width: 10%; text-align: center;">Strongly agree</th> </tr> </thead> <tbody> <tr> <td>1. I think I would use the website frequently.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>2. I thought the website was complex.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>3. I thought the website was easy to use.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>4. I think that I would need help to be able to use the website.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>5. I felt the various functions in the website were well-integrated.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>6. I thought there was too much inconsistency in the website.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>7. I think most people would learn to use the website quickly.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>8. I thought the website was difficult to use.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>9. I felt confident using the website.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>10. I would need to learn a lot before I could get going on the website.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </tbody> </table>		Strongly disagree				Strongly agree	1. I think I would use the website frequently.	1	2	3	4	5	2. I thought the website was complex.	1	2	3	4	5	3. I thought the website was easy to use.	1	2	3	4	5	4. I think that I would need help to be able to use the website.	1	2	3	4	5	5. I felt the various functions in the website were well-integrated.	1	2	3	4	5	6. I thought there was too much inconsistency in the website.	1	2	3	4	5	7. I think most people would learn to use the website quickly.	1	2	3	4	5	8. I thought the website was difficult to use.	1	2	3	4	5	9. I felt confident using the website.	1	2	3	4	5	10. I would need to learn a lot before I could get going on the website.	1	2	3	4	5
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U.S. General Services Administration Usability Testing – Receipt for Payment

Date

Please print and sign your name below to indicate that you have received the incentive for your time. This document will serve as a receipt to show that you have received payment for this usability test.

Thank you again for your feedback. We sincerely appreciate your time.

	Print Name	Sign Name	Incentive Received
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____