

Section 14(c) Customer Discovery Questionnaire July 2016

This demonstration is intended to outline and solicit feedback on technological features and functions of software being considered by the Department for development of online forms. Your participation in this 30 minute session is completely voluntary, and there will be no record of who participates. The questions we will use today have been approved by the Office of Management and Budget for use through August 31, 2017, under control number 1225-0088. The Paperwork Reduction Act provides that we could not ask for your feedback without such approval. Thank you for your willingness to provide your views on the features of this potential software.

BEFORE PROTOTYPE DEMO

Ask participants:

- If given the option, how many individuals would choose to apply for their section 14(c) certificate online?
- What benefits do you think an online application process would provide?
- What problems would you anticipate with an online application process?
- Are there any specific functions you would expect from an online application?

AFTER PROTOTYPE DEMO

At the conclusion of the demo, ask participants to share their first impressions of the prototype.

Possible follow-up questions:

- After seeing the prototype, are there any individuals who have changed their mind about using, or not using, an online application?
- Are there aspects of the prototype that you liked or did not like?
- Are there functions that you liked? Or any that you did not see represented that you believe would be helpful to you as a user?

REACTIONS TO USER STORIES

Ask participants to react to the following statements:

- As an Applicant, I want to submit my application via a web form so that the submission process is quicker and I no longer have to mail my application.
- As an Applicant, I want conditional logic to ensure I only have to complete relevant sections so that the time it takes to complete the application is reduced.
- As an Applicant, I want current links to compliance assistance materials (resources, suggestions, worksheets, data, etc.), so that I can complete the application correctly.
- As an Applicant, I want the ability to log-in, so that the system knows who I am and my information is secure.
- As an Applicant, I want the ability to save and retrieve my application in progress so I can work on the form in more than one session.
- As an Applicant, I want certain form fields to be pre-populated with previously used information when I begin a renewal application so that it takes less time to complete the application.
- As an Applicant, I want to receive receipt confirmation and status updates via email notifications, so that I know where my application is in the process.
- As an Applicant I want to be able to upload required documents (time studies) so that I submit a complete application.
- As an Applicant, I want the system to provide the online calculators as an option, so that standard and accurate information is submitted.
- As a Non-WHD Interested Party, I want to be able to get descriptive data about the inventory of active and pending certificates so that I understand the current 14c universe.

What other statements would you make? Follow the structure:

As an Applicant, I want _____, so that _____.