

my.uscis.gov Navigation Test

1. Welcome Screen

This contains the OMB number, privacy statement, and description of test

****PAPERWORK REDUCTION ACT STATEMENT****

An agency may not conduct or sponsor an information collection and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at 7 minutes per response, including the time for reviewing instructions, completing and submitting the responses. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Customer Service & Public Engagement Directorate, Public Engagement Division, 20 Massachusetts Ave, Washington, DC 20529. OMB No. 1615-0121. Do not return the completed form to this address.

****PARTICIPANT CONSENT****

This consent information relates to usability testing conducted by U.S. Citizenship and Immigration Services and its affiliates as part of a project aiming to understand the customer's experience of filling out an online immigration form and using related online services.

Taking Part Is Voluntary

Participation in this project is completely voluntary. You might be uncomfortable with some of the tasks and questions we will ask about. If you are uncomfortable at any point about anything we ask you, you may end your survey session at any time. If you elect not to participate in this project, or terminate your participation early, it will in no way affect the adjudication of the requested benefit.

Confidentiality

We will take necessary and appropriate precautions to protect your confidentiality. You will not be asked to disclose any personal details beyond age, gender, ethnicity, and language preference. Research records will be kept in a secure location, and raw notes will not be shared outside of our project team.

Impact

The information we gather and our findings during our research may be used in reports, shared online, and used in presentations. Taking part in this survey will not benefit you personally, but we may learn new information that will help others. If you have an ongoing application, petition, or request with the United States government, participating in this survey in no way guarantees special consideration and will have no bearing at all on the outcome of your case.

Statement of Consent

I have read the above information. I consent to take part in this survey and to have any information I provide be used in the manner described above. I understand that my name will not be used in connection with this test. I expressly release the U.S. Citizenship and Immigration Services from and against any and all claims which I have or may have for invasion of privacy, defamation, or any other cause of action arising out of the production, distribution, display, or publication of the results of the project, so long as the conditions of use described above are met.

HELLO! WE WANT YOUR FEEDBACK!

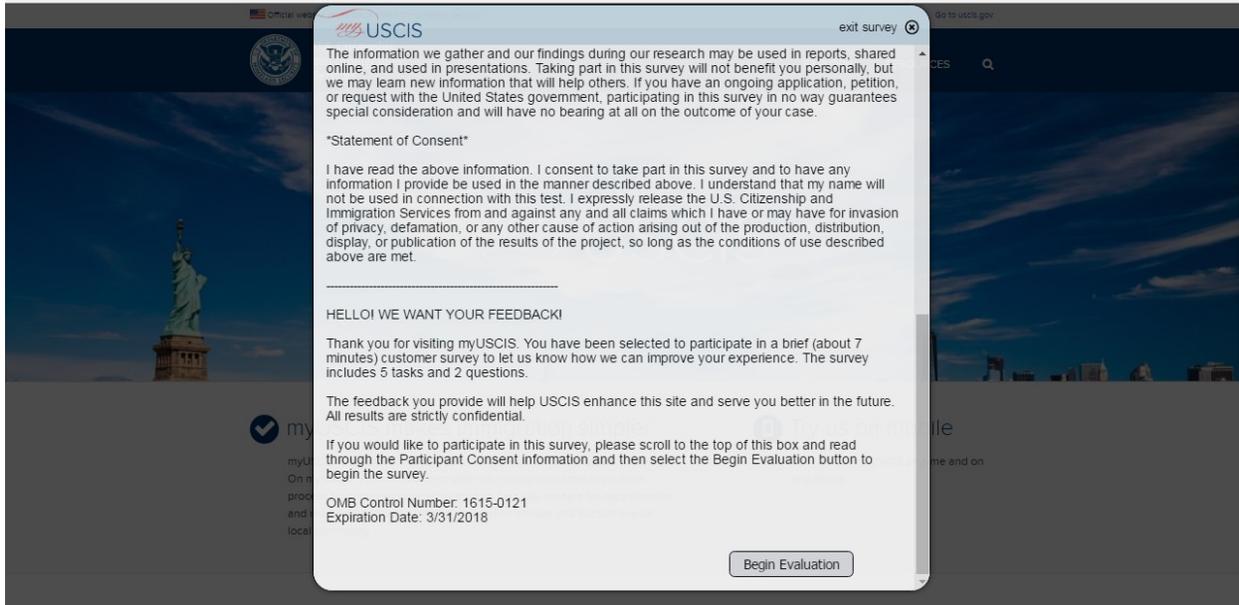
Thank you for visiting myUSCIS. You have been selected to participate in a brief (about 7 minutes) customer survey to let us know how we can improve your experience. The survey includes 5 tasks and 2 questions.

The feedback you provide will help USCIS enhance this site and serve you better in the future. All results are strictly confidential.

If you would like to participate in this survey, please scroll to the top of this box and read through the Participant Consent information and then select the Begin Evaluation button to begin the survey.

OMB Control Number: 1615-0121

Expiration Date: 3/31/2018



2. Loop11 Tool Description

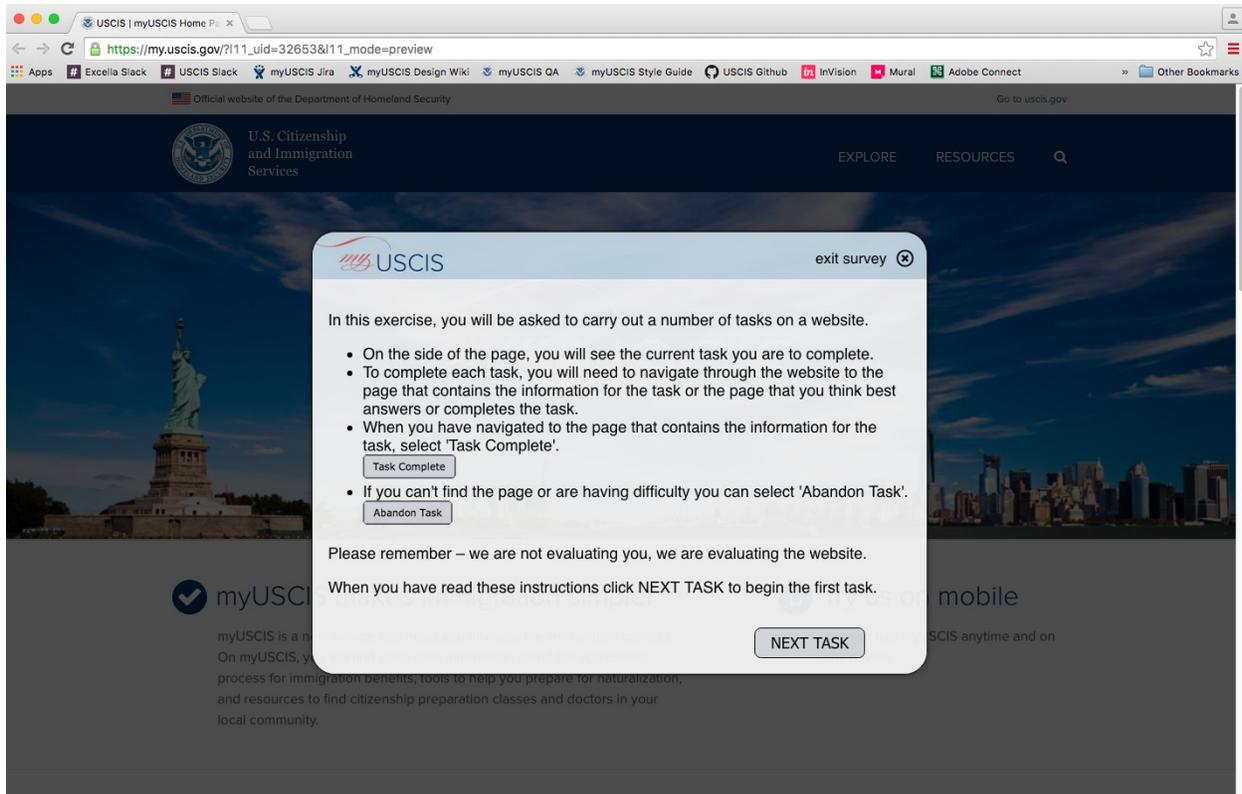
This describes the tool functionality

In this exercise, you will be asked to carry out a number of tasks on a website.

- On the side of the page, you will see the current task you are to complete.
- To complete each task, you will need to navigate through the website to the page that contains the information for the task or the page that you think best answers or complete the task.
- When you have navigated to the page that contains the information for the task, select 'Task Complete'.
- If you can't find the page or are having difficulty you can select 'Abandon Task'.

Please remember -- we are not evaluating you, we are evaluating the website.

When you have read these instructions click NEXT TASK to begin the first task.



3. Start Task 0

This is a task that helps volunteer understand test controls

Before we get started, let's practice how to complete a task.

As your first task, navigate to the bottom left corner of this box and select the "Move" button. Move this box down to the bottom of the page so you can better navigate around the site.

After you move this box, select the "Task Complete" button.

USCIS | myUSCIS Home Page

https://my.uscis.gov

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

EXPLORE RESOURCES

0% Complete

Before we get started, let's practice how to complete a task.

hide

As your first task, navigate to the bottom left corner of this box and select the "Move" button. Move this box down to the bottom of the page so you can better navigate around the site.

After you move this box, select the "Task Complete" button.

move

Abandon Task Task Complete

exit survey

myUSCIS makes immigration simpler

myUSCIS is a new service that helps you navigate the immigration process. On myUSCIS, you will find up-to-date information about the application process for immigration benefits, tools to help you prepare for naturalization, and resources to find citizenship preparation classes and doctors in your local community.

Try us on mobile

You can use myUSCIS anytime and on any device.

4. Navigation Task 1

Task on user ability to find citizenship information

Pretend you are interested in becoming a U.S. citizen. Where would you go to learn more about the citizenship process?

The screenshot shows a web browser window with the URL <https://my.uscis.gov>. The page header includes the U.S. Citizenship and Immigration Services logo and navigation links for "EXPLORE" and "RESOURCES". The main banner features a scenic view of the Statue of Liberty and the New York City skyline with the "myUSCIS" logo overlaid.

A task progress indicator is visible, showing "13% Complete" for a survey titled "Pretend you are interested in becoming a U.S. citizen. Where would you go to learn more about the citizenship process?". The task is marked as "Complete" and includes an "exit survey" link. Below the progress bar are "hide" and "move" options, and two buttons: "Abandon Task" and "Task Complete".

myUSCIS makes immigration information easier to find. myUSCIS is a new service that helps you navigate the citizenship process. On myUSCIS, you will find up-to-date information about the citizenship process and resources to find citizenship preparation classes in your local community.

13% Complete exit survey

Pretend you are interested in becoming a U.S. citizen. Where would you go to learn more about the citizenship process?

hide

move

Abandon Task Task Complete

5. Navigation Task 2

Task on user ability to find citizenship application information

Pretend you are a current permanent resident of the United States (a Green Card holder). Where would you go to find out how to apply to become a U.S. citizen?

The screenshot shows a web browser window with the URL <https://my.uscis.gov>. The page header includes the U.S. Citizenship and Immigration Services logo and navigation links for 'EXPLORE' and 'RESOURCES'. The main banner features a cityscape with the Statue of Liberty and the text 'myUSCIS'. Below the banner, a progress indicator shows '25% Complete' with a checkmark icon. To the right of the progress bar is an 'exit survey' link with a close icon. The task description reads: 'Pretend you are a current permanent resident of the United States (a Green Card holder). Where would you go to find out how to apply to become a U.S. citizen?'. Below the description are 'hide' and 'move' controls. At the bottom of the task box are two buttons: 'Abandon Task' and 'Task Complete'.

6. Navigation Task 3

Task on user ability to find the practice test

Pretend you are preparing for your naturalization interview as part of the process to become a U.S. citizen. Where would you go to take the practice civics test?

The screenshot shows a web browser window with the URL <https://my.uscis.gov>. The browser's address bar and tabs are visible at the top. The website header includes the U.S. Citizenship and Immigration Services logo and navigation links for "EXPLORE" and "RESOURCES". The main content area features a large banner image of the Statue of Liberty and the New York City skyline, with the "myUSCIS" logo overlaid. Below the banner, a task progress indicator is shown, indicating that the task is 50% complete. The task description is: "Pretend you are preparing for your naturalization interview as part of the process to become a U.S. citizen. Where would you go to take the practice civics test?". The progress bar is partially filled, and there are buttons for "hide", "move", "Abandon Task", and "Task Complete". An "exit survey" link is also present.

U.S. Citizenship and Immigration Services

EXPLORE RESOURCES

myUSCIS

50% Complete

myUSCIS makes immigration

myUSCIS is a new service that helps you navigate the process for immigration benefits, tools to help you, and resources to find citizenship preparation classes in your local community.

Pretend you are preparing for your naturalization interview as part of the process to become a U.S. citizen. Where would you go to take the practice civics test?

hide

move

Abandon Task Task Complete

exit survey

7. User Task 4

Task on user ability to find where to ask a question

Pretend you need to find an answer to a question. Where would you go for help?

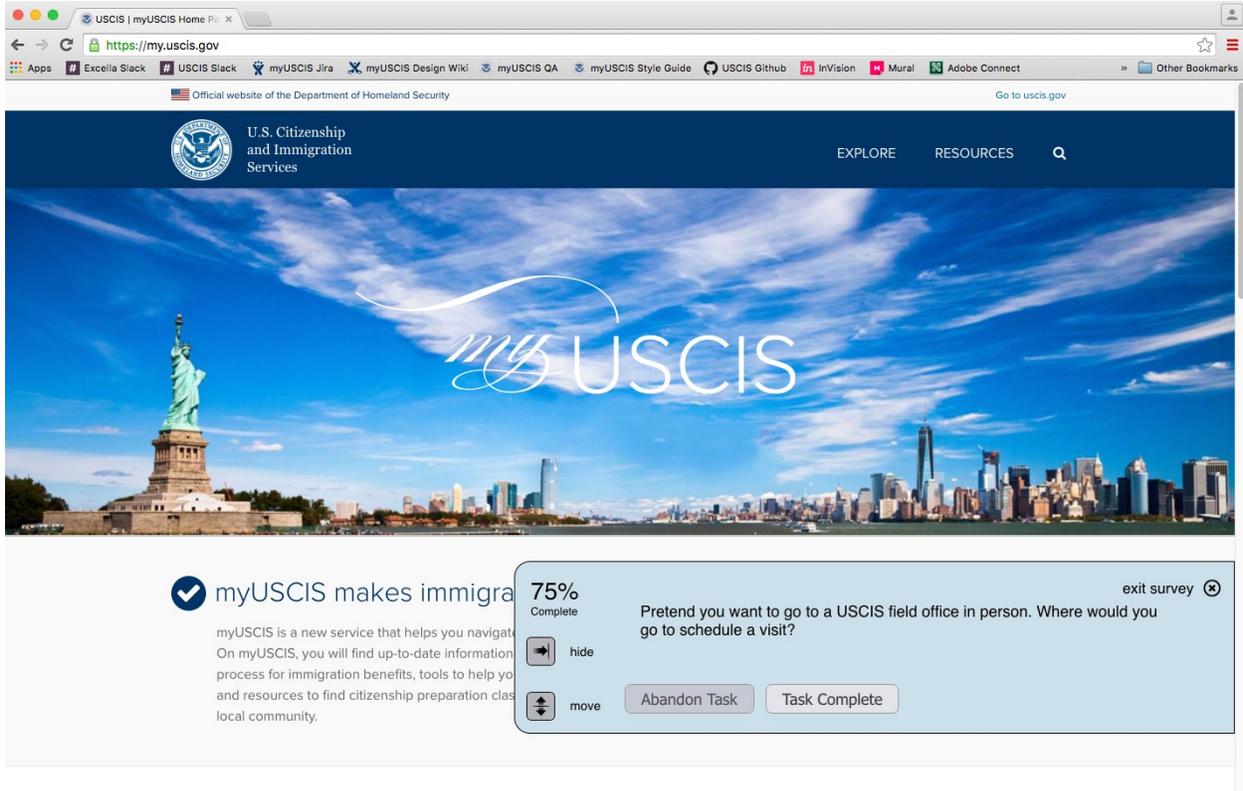
The screenshot shows the myUSCIS website interface. At the top, there is a navigation bar with the USCIS logo and the text "U.S. Citizenship and Immigration Services". To the right of the logo are links for "EXPLORE" and "RESOURCES", along with a search icon. Below the navigation bar is a large banner image featuring the Statue of Liberty and the New York City skyline under a blue sky with clouds. The text "myUSCIS" is overlaid on the banner in a white, stylized font.

Below the banner, there is a survey overlay. The survey title is "myUSCIS makes immigration" with a checkmark icon. The progress indicator shows "63% Complete". The survey question is "Pretend you need to find an answer to a question. Where would you go for help?". There are two buttons: "Abandon Task" and "Task Complete". An "exit survey" link with a close icon is also present. The survey text includes: "myUSCIS is a new service that helps you navigate the process for immigration benefits, tools to help you find citizenship preparation classes and resources to find citizenship preparation classes in your local community."

8. User Task 5

Task on user ability to find where to make an appointment

Pretend you want to go to a USCIS field office in person. Where would you go to schedule a visit?



9. Finish Screen

Screen to complete evaluation

Evaluation complete

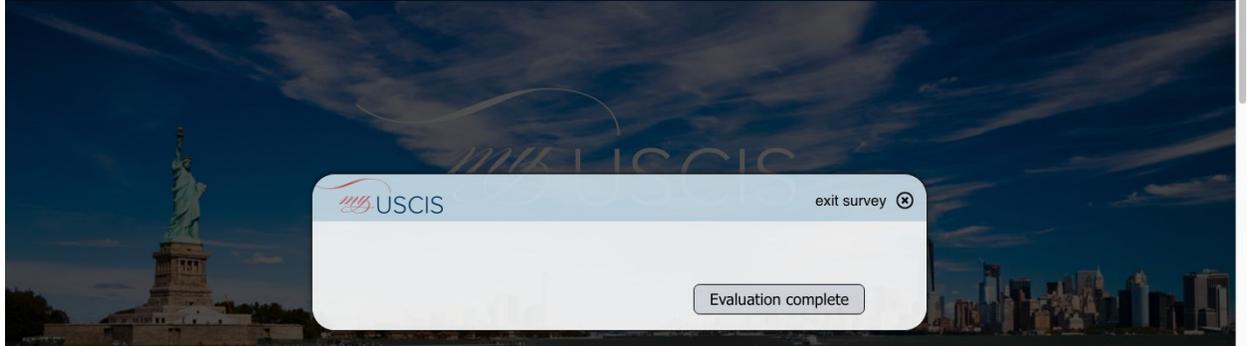
USCIS | myUSCIS Home Page

https://my.uscis.gov

Apps | Excella Slack | USCIS Slack | myUSCIS Jira | myUSCIS Design Wiki | myUSCIS QA | myUSCIS Style Guide | USCIS Github | InVision | Mural | Adobe Connect | Other Bookmarks

Official website of the Department of Homeland Security | Go to uscis.gov

U.S. Citizenship and Immigration Services | EXPLORE | RESOURCES | Search



myUSCIS | exit survey

Evaluation complete

myUSCIS makes immigration simpler

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