

National Credit Union Administration Office of Examination and Insurance (E&I) CUSO Registry Usability Testing Questions

Introduction

Usability testing participants will consist of a subset of Credit Union Service Organizations (CUSOs) which will submit their annual reporting requirements to NCUA using the CUSO Registry. Participants will be asked to navigate the CUSO Registry web interface and provide feedback on their experience. NCUA will review the feedback provided to enhance the user experience when the CUSO Registry enters production.

The Usability Testing is offered twenty-four hours over a maximum three day period to review the CUSO Registry and provide their feedback. In addition to the following questions, NCUA will provide the group with a workbook to document specifics of any concerns or issues they identify. The workbook allows the development team to pinpoint the area of concern within the application.

1. On a scale of 1 to 5 – with 1 being the worst and 5 being the best – how do you rate your experience with the CUSO Registry?
2. What did you like about the CUSO Registry?
3. Do you have any suggestions for improvement beyond any concerns noted in the workbook?
4. If you experienced issues as you used the CUSO Registry, were they related to any of the following:
 - Test environment access process

 - Initial account creation processes

 - CUSO General Information

 - Services – Services Offered

Services – Additional Service Information

Customers

Owners

Financial Information

Certify and Submit

Account Administration (including adding/deleting additional users, user functionality, etc.)

General System Functionality (ability to import/export, print, email notifications, etc.)

Reaffirmation Process

Other

5. Point of contact in case we require clarification to address your concerns with the CUSO Registry.