

Attachment 3: Survey Questions

You can also view the survey from [this link](#).

Government UX Survey

Thank you for taking the time to complete the survey on the User Experience (UX) work you do. It will give us a picture of the UX work currently occurring in our government agencies and who is doing it. It will also help the UX CoP leaders learn what more we can provide to help those of us doing UX work for the government.

We are also looking for feedback if you are not in the UX CoP, but are doing UX work for the US government.

Your participation is voluntary. We estimate that it will take you 10 minutes to complete this survey.

If you have any questions about this survey, please contact the Jean Fox at Fox.Jean@bls.gov.

We are collecting this information under OMB Number 1225-0059 (Expiration: November 30, 2020). Without this currently approved number, we could not conduct this survey. This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

Next

1. Are you an employee of a government agency?

- Yes
- No, I work for a contractor

2. What type of agency do you work for (or do most of your work for, if you're a contractor)?

- Federal, Executive Branch
- Federal, Legislative Branch
- Federal, Judicial Branch
- Federal, Other
- State
- Local
- Tribal
- Other (please specify)

3. What group do you work for within your agency (or within the agency where you work as a contractor)?

- Business Operations
- Customer Service / Customer Experience
- Design / Creative
- Innovation
- IT / CIO
- Public Relations / Marketing / Communications
- Research
- Web Content / Web Services
- Other (please specify)

4. We would like to see where government UX staff are located. If there are enough people in an area outside of Washington, DC, we can try to have some in-person events there.

What is the zip code of the location where you typically work? If you work outside the US, please enter your country.

5. What title(s) below best describe your primary job function(s)? (select up to 3)

- Accessibility Specialist
- Communications / Public Relations Specialist
- Content Strategist
- Content Provider (Writer, etc.)
- Customer Experience Designer
- Graphic Designer
- Information Architect
- Programmer / Developer
- Project Manager
- Researcher
- User Experience Specialist
- Web Designer
- Web Metrics Specialist
- Website Manager
- Other (please specify)

6. Approximately what portion of your time do you spend on UX work?

- Full time
- Half time or more
- Some, but less than half time
- Not much
- None

7. How many other people do you work with who also do UX work?

Number of people who do UX work roughly full time

Number of people who do UX work less than full time

8. What kind of training have you had in User Experience? (Check all that apply)

- Undergraduate degree in UX
- Undergraduate degree in a related field
- Graduate degree in UX
- Graduate degree in a related field
- Coursework at a university outside of a program you completed
- Multi-day professional courses or "bootcamps"
- Webinars
- Conferences or workshops
- On-the-job training from a mentor
- Blogs, textbooks, and other resources on my own
- No training
- Other (please specify)

9. How long have you been doing UX work?

- Less than a year
- 1-2 years
- 2-5 years
- 5-10 years
- More than 10 years

10. Which of the following do you generally have available to use? (Check all that apply)

- Budget for UX work
- Contractor support
- A dedicated testing room
- A dedicated observation room
- A one-way mirror
- Multi-purpose rooms available for testing
- Remote testing capabilities
- Eyetracker
- Other testing facilities (please specify)

We are considering the kinds of training we could provide to the government UX community, most likely as webinars.

11. Which of the **Design Methods** below do you use and which would you like training in?

	Use	Want training
Affinity Diagrams	<input type="checkbox"/>	<input type="checkbox"/>
Design Thinking	<input type="checkbox"/>	<input type="checkbox"/>
Field Research / Contextual Inquiries	<input type="checkbox"/>	<input type="checkbox"/>
Focus Groups	<input type="checkbox"/>	<input type="checkbox"/>
Journeymaps	<input type="checkbox"/>	<input type="checkbox"/>
Personas	<input type="checkbox"/>	<input type="checkbox"/>
Service Design	<input type="checkbox"/>	<input type="checkbox"/>
Style Guides	<input type="checkbox"/>	<input type="checkbox"/>
Surveys that are established and tested (e.g., SUS and QUIS)	<input type="checkbox"/>	<input type="checkbox"/>
Surveys that you write yourself	<input type="checkbox"/>	<input type="checkbox"/>
Task Analysis	<input type="checkbox"/>	<input type="checkbox"/>
User Interviews / User Analysis	<input type="checkbox"/>	<input type="checkbox"/>
Wireframes / Prototyping	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

12. What specific **tools** do you use most often in your design work? For example, what do you use to build your journey maps or surveys?

13. Which of the **Evaluation Methods** below do you use and which would you like training in?

	Use	Want Training
A/B Testing	<input type="checkbox"/>	<input type="checkbox"/>
Card sorts	<input type="checkbox"/>	<input type="checkbox"/>
Expert Reviews / Heuristic Evaluations	<input type="checkbox"/>	<input type="checkbox"/>
Eyetracking	<input type="checkbox"/>	<input type="checkbox"/>
Heatmapping (e.g., tracking mouseclicks)	<input type="checkbox"/>	<input type="checkbox"/>
Tree Testing	<input type="checkbox"/>	<input type="checkbox"/>
Usability tests - Traditional, In-Person Tests	<input type="checkbox"/>	<input type="checkbox"/>
Usability tests - Remote Moderated Tests	<input type="checkbox"/>	<input type="checkbox"/>
Usability tests - Remote Unmoderated Tests	<input type="checkbox"/>	<input type="checkbox"/>
Usability tests - Mobile Devices	<input type="checkbox"/>	<input type="checkbox"/>
Web Analytics	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

14. What specific **tools** do you use most often in your evaluation work? For example, what do you use to run tree tests or usability tests?

15. What other topics would you be interested in learning about? (Check all that apply)

- Starting a UX program
- What you can do with few resources
- Building a UX program
- Case studies - what other agencies are doing
- Using multiple methods together
- Other (please specify)

16. What are the biggest obstacles to improving User Experience you encounter? (Check all that apply)

- Difficulty getting OMB clearance to have more than nine non-federal participants
- No space for testing
- Difficulty implementing UX methods due to regulatory constraints (whether real or perceived)
- Not enough funding
- Don't know how to do UX work
- Lack of support from management
- Difficulty implementing findings from UX efforts
- Lack of awareness about UX
- Difficulty incorporating UX methods into the established development process
- Belief among many at the agency that UX methods are not valid
- Not enough UX staff
- Difficulty recruiting participants
- Belief among many at the agency that UX methods take too long
- Teams wait for the 'right' time for UX work
- Other (please specify)

17. What methods have you found to be effective at promoting UX at your agency? (Check all that apply)

- Marketing UX within your agency (presentations, lobby displays, email blasts, etc.)
- Inviting colleagues to observe usability testing
- Promoting UX Success Stories
- Providing training on UX methods
- Getting UX into the agency's standard development process
- Discussing UX during team meetings
- Discussing UX in informal conversations
- Working with a senior-level UX "champion"
- Other (please specify)

18. Are you a member of the User Experience Community of Practice?

- Yes
- No
- Not sure

For those who are members of the UX CoP:

19. How satisfied are you with the UX CoP?

- Very satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- No opinion

20. To help the UX CoP better serve you, please share why you are satisfied or dissatisfied.

For all:

21. Please share any other comments you have on UX in government or how the UX CoP could help you.