DallasCityHall.com
Usability Testing – Session 1

User-Driven Scenarios

In this section, the user will be given scenarios. The researcher will takes notes on User's Flow and issues encountered. If the user seems confused in any way, find out where and why.

1) You are interested in job opportunities with the City of Dallas; look up positions currently available.

2) You need to pay for water, find where to do it.

3) As a general contractor in Dallas, how would you go about searching for a construction permit?

4) You ran a red light and received a ticket in the mail. Pay your ticket online.

5. You need to find information online on how to handle a warrant.

Satisfaction Survey

1. What frustrated you most about this site?

2. What did you like about the site?

3. Please rate your overall satisfaction with our Website. (0=Very Dissatisfied, and 10=very satisfied)?

4. What 3 words or phrases best describe this main page?

RESEARCHER NOTES ON USER:

Gender:
Male   Female

Age Group:
18-25   26-35   36-45   46-55   56-65   66 or older

Ethnicity Group:
White   Hispanic   African American