# Usability Test Report

## City of Omaha Website

HCI 460: Usability Evaluation Methods

Tracy Beaty      Alex Mulivihill

Ama Boaten     Deresia Scott

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## *Table of Contents*

## *Executive Summary*

We conducted a remote usability test for the City of Omaha government website (https://www.cityofomaha.org/). The purpose of the usability test was to evaluate the navigation of the website and see if there were issues participants experience. Usability testing was conducted from October 26th, 2023 through October 29th, 2023. We recruited 5 participants to evaluate the usability of the website. Participants needed to be at least 18 years old and could understand/speak english.

To evaluate the usability of the website's navigation we had participants complete 3 key tasks:

1. Subscribe to Mayor's Newsletter
2. Search for Nearby Park
3. Apply for a City of Omaha Job

Task 1 was completed by all 5 participants and found to be the most successful of the three tasks. During testing no errors occurred and had an average task completion time of 58 seconds. Also, participants were satisfied with the amount of time it took to complete the task and the ease of completion. Task 2 was found to be the least successful of the three tasks with 2 of the 5 participants having a rejection. 9 errors occurred during task 2 and had an average task completion time of 193 seconds. Participants were unsatisfied with the amount of time it took to complete the task and ease of completion. Participants expressed that the task could be improved by relocating the Park Finder to the top of the page instead of burying it under other information. Task 3 was successfully completed by all 5 participants. The average task completion was 155 seconds and had 3 errors occur during testing. Participants were somewhat satisfied by the amount of time it took to complete the task and ease of completion.

## *Introduction*

The City of Omaha government website ([https://www.cityofomaha.org/](https://www.cityofomaha.org/)) currently allows its 487,000 residents to obtain various information regarding the city such as policies, available services, city depart-ments and council. The website also allows users to access forms such as but not limited to license renewal, permit requests, pothole report and employment application. Departments within the City of Omaha such as the Omaha Fire Department, Department of Human Rights, and Omaha City Council have their own subsites where further information can be found.

To evaluate the overall navigation of the website, we conducted a Usability Test remotely that consisted of 3 key tasks. These 3 tasks prompt participants to access information in various locations throughout the website and will be indicative of general navigation. Qualitative data was obtained by asking participants to think-aloud when completing the key tasks. Quantitative data was collected by measuring success rate, timing task completion, counting error occurrence, and measuring time spent in errors.

## *Methodology*

This study will assess the users ability to effectively and efficiently use the City of Omaha's government website (https://www.cityofomaha.org/). We will use a Within-Subject Summative test, where every participant will complete each individual task. We will record the results and any observations made during the secession. This data will be analyzed and used to improve the City of Omaha's website.

**Sessions**

The testing will be conducted remotely and moderated. Therefore both participants and researchers will need an excellent internet connection, a webcam, a computer, and access to Zoom. The participants will need to be in an environment with minimal distractions and noise. The participants will need to share their screens as well.

*Testing Roles*

Team Administrator and Test Facilitator: We will have one test administrator who will lead each session, reset materials, and end each session.

Evaluator**:** Our team Evaluator will control all materials and ensure that materials are working correctly.

Observer: Our team observers will take notes on comments, actions, and results.

*Pilot Testing*

A pilot test was used to ensure all testing materials and strategies are functioning as desired. We conducted this test with one user.

*Session Outline*

Consent Form: Participants will be informed of the purpose of the testing, general rules, and rights during testing.

Preliminary Questions: Participants will be asked general background questions such as age, gender, and location.

Testing mode: We will conduct the testing online. Participants will be guided by our team administrator and facilitator via Zoom to test each task.

Test Debrief: Our testing administrator and facilitator will lead a testing debrief, which will include any follow-up questions and reflections.

Testing equipment:
Zoom, computer with a webcam, internet access
The researcher also needs a data record sheet to record notes and testing questions/script.

## Participants

We selected a variety of adult participants who are permanent or visiting residents of any American city, including Omaha. Considering that individuals who use the City of Omaha website may have a variety of ages and backgrounds, we tested a group of 5 diverse participants. Participants needed to know the basic functions of a computer, have access to the internet, be proficient in reading and responding in English, and  needed to be over the age of 18. Participants were recruited through personal networks and the CDM participant pools. We looked and screened for the following characteristics:

| Other Characteristics | Desired number |
|---|---|
| **Participant type:**<br>Pilot<br>Regular<br>Back up | <br>1<br>5<br>2 |
| Total Participants: | 5 |
| **Residence Vs. Non-Residences of Omaha** | |
| Residents of Omaha:<br>Non-Residents: | 2<br>3 |
| **Gender** | |
| Male:<br>Female: | 3<br>2 |

Recruitment occurred through personal networks. We ensured that our participants met the characteristics found in the participant section of this document through screener questions. We needed a group with diverse backgrounds representing the population that may use the City of Omaha's website. The purpose and expectation of each session will be explained to each participant before any testing begins.

**Task List**

During the usability test, we will ask our participants to complete these three tasks:

    Task 1: Subscribe to Mayor's Newsletter
    Task 2: Search for Nearby Park
    Task 3: Apply for a City of Omaha Job

## *Results*

**Methods of Obtaining Data**

The data obtained in this study utilizes the following evaluation measures: task time, number of errors, time spent in error and task success rate/failure. Each task completion and time spent in errors are timed and recorded. For each individual task, the average task time was calculated. Participants were asked about satisfaction level for ease of navigation after the completion of each task.

**Task 1**

Task 1 completion was successful for five of five participants. No errors were seen during the completion of Task 1 among all participants. With the exception of one participant who took 120 seconds to complete the task, most participants completed the task in under 90 seconds (see Appendix for full list of Task Times). This resulted in a mean (average) completion time of 58 seconds and a median of 30 seconds. Overall, participants were very satisfied with the ease of completion, amount of time taken and support information provided for this task (see Appendix for Satisfaction Rating).

**Task 2**

Task 2 saw the lowest success rate with three of five participants succeeding. Two of five participants completed the task which resulted in a rejection. One participant followed the happy path until the final step where they were unable to locate the "Park and Recreation Finder". Instead, the participant clicked on "Search Parks" and selected "Fontenelle Park". The other participant that resulted in a rejection immediately strayed from the happy path and found an interactive map from the home page under the menu "How do I…". From there, they were able to type in the provided address which was pinned on the map among the highlighted parks. The participant selected what appeared to be the closest park to the address.

Of the five participants, three had one error, one had three errors and one had six errors. One participant selected the "Find a Park" link under the "Park" menu button, as opposed to using

the Parking Finder tool. From there, the participant typed in the provided address but was initially unable to proceed since the search bar did not recognize the input. The participant had to partially delete the address for the search bar to provide suggestions. Time spent in error ranged from 10 to 218 seconds (see Appendix for Error Times). The mean (average) completion time was 190 seconds with all five participants but 193 seconds when the rejects were excluded (see Appendix for full list of Task Times).

Overall, participants were somewhat dissatisfied with the ease of completion, amount of time taken and support information provided for this task by scoring an average of 3.6, 3.8 and 3.2 respectively (see Appendix for Satisfaction Rating).

**Task 3**

Task 3 completion was successful for five of five participants. Although all five participants were successful, one participant had one error and two had two errors. All errors consisted of the participants selecting related but incorrect hyperlinks. The time spent in errors ranged from 25 to 102 seconds (see Appendix for Error Times). Task 3 saw an average task time of 155 seconds (see Appendix for full list of Task Times). Overall, participants were somewhat satisfied with the ease of completion, amount of time taken and support information provided for this task by scoring an average of 5, 5.6 and 5.2 respectively (see Appendix for Satisfaction Rating).

Based on the post test questionnaire, overall participants were somewhat dissatisfied with the general navigation of the website.

## *Findings & Recommendations*

**Findings**

After we completed all five usability tests and analyzed the results, we found that:

All participants successfully completed tasks 1 and 3: "Subscribe to the mayor's newsletter" and Find an Open Omaha City Job Position (For the General Public).

While completing task 3, 2 participants clicked on the "View Current Job Listings" button on the employment page, which took them to the same page.
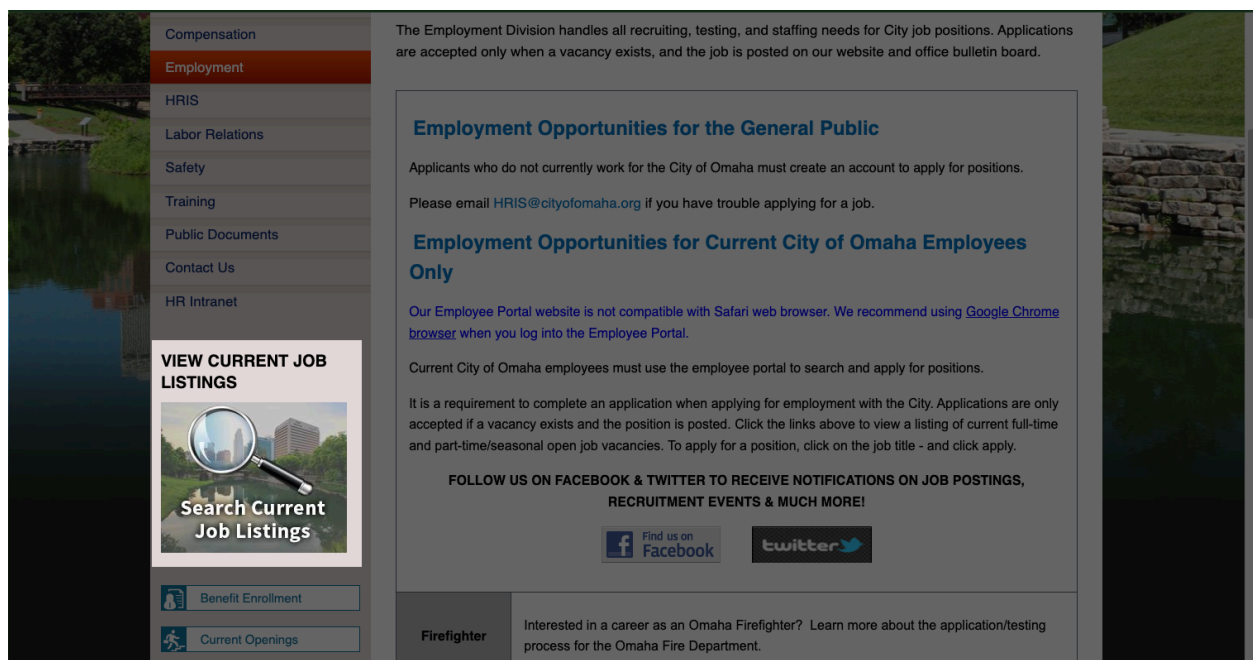


*Screenshot of the View Current Job Listings Button*

But, after a few seconds of scrolling through the page, they clicked on the "Employment Opportunities for the General Public" link, returning to the happy path. These participants were able to complete the task successfully.

Three of the five participants completed the "Find Parks Near Residence" task. We coded the other two as "Reject" because they thought that they had completed the task but did not follow the happy path to complete the task successfully.

One participant clicked the "Parks" navigation option on the *Parks, Recreation & Public Property* home page, believing this was the correct path to complete the task. Then, they selected the "Find a Park" link where they can search for a park. The "Find a Park" page allows users to search for a park by name or desired amenities like a swimming pool or picnic area, but it does not allow users to find parks based on distance from an address.

The participant clicked on the "*View All*" link on the page and selected a park, believing they had completed the task.



*Screenshot of "Parks" navigation menu option on Parks, Recreation & Public Property page*
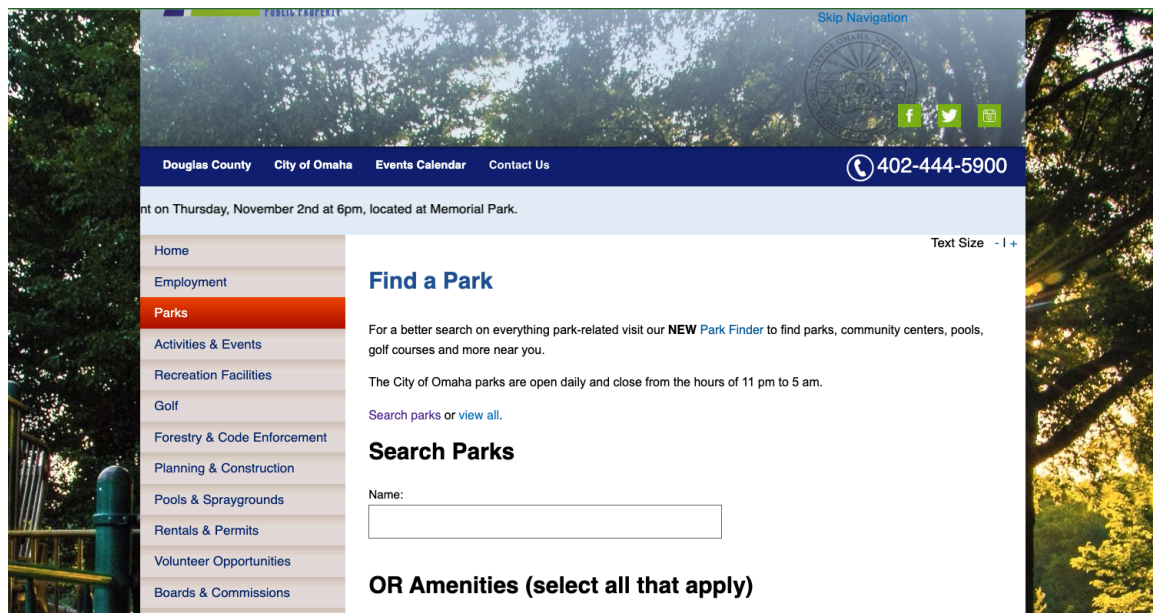


*Screenshot of "Find a Park" page*
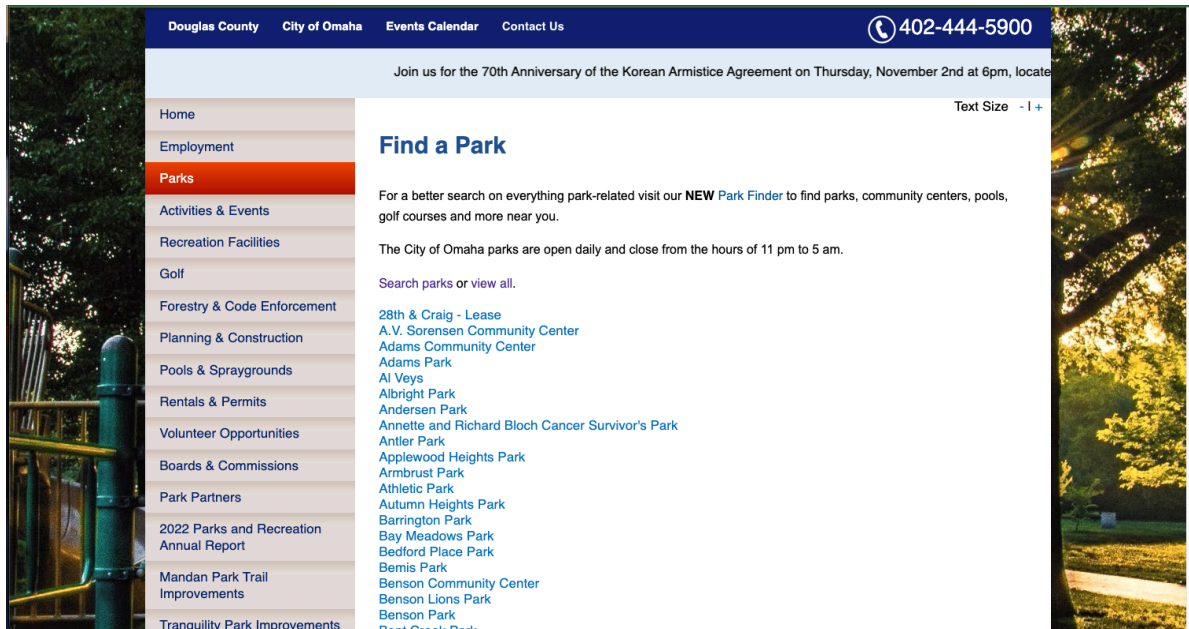
*Screenshot of a page with a list of parks after the "View All" link is clicked*

Another participant started their task by clicking the "*How Do I?*" button on the Main City of Omaha home page.
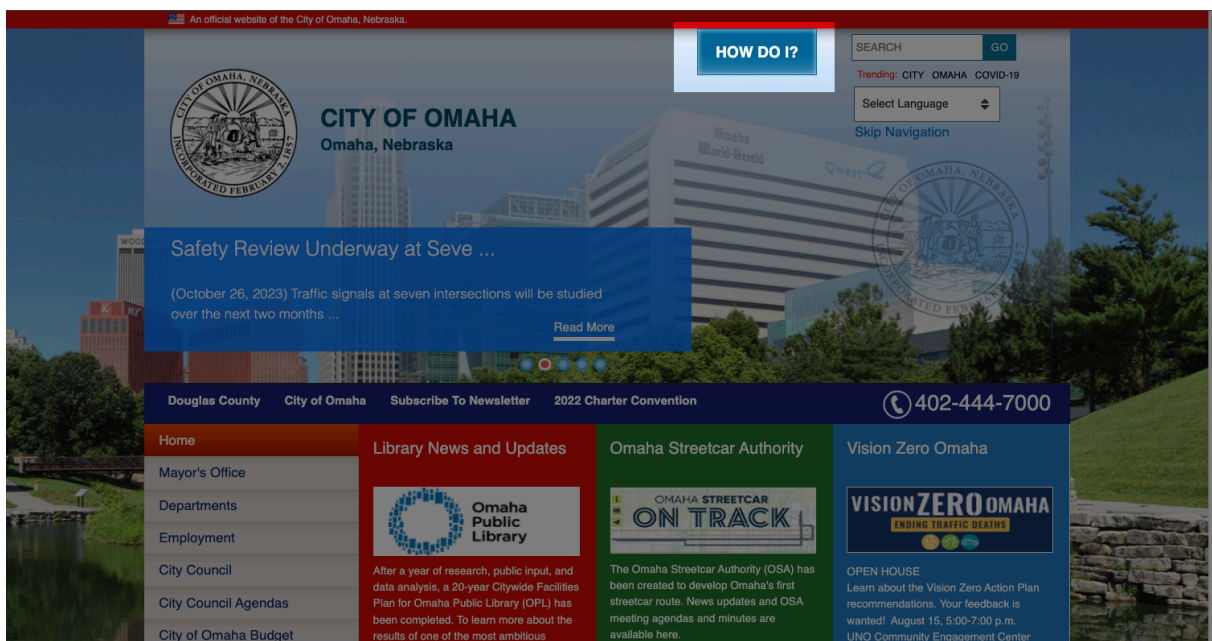


*Screenshot of the "How Do I?" button*

Then, the participant selected the "View Interactive Map":
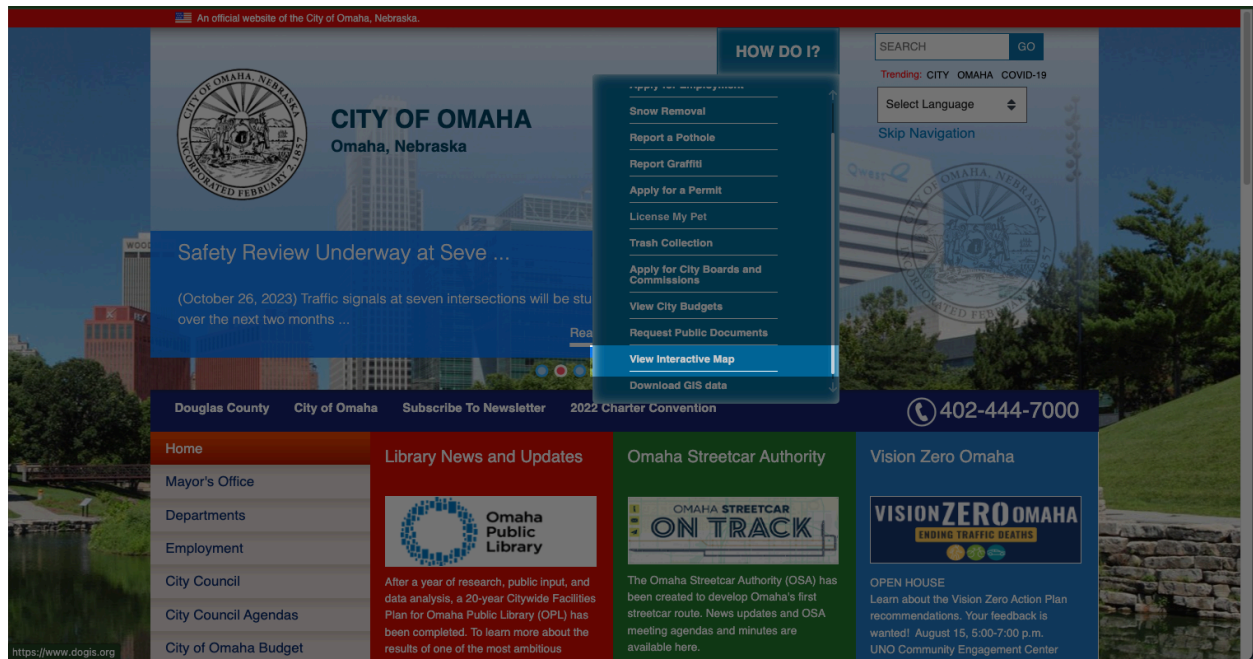
*Screenshot of the "View Interactive Map" option*

The "View Interactive Map" link took the user to an external site, which allows them to enter an address. The user typed the address we provided them, but instead of listing the nearest parks, the site brought up all the parks on the map with the address marked. The participant selected the closest highlighted park and stated they completed the task.
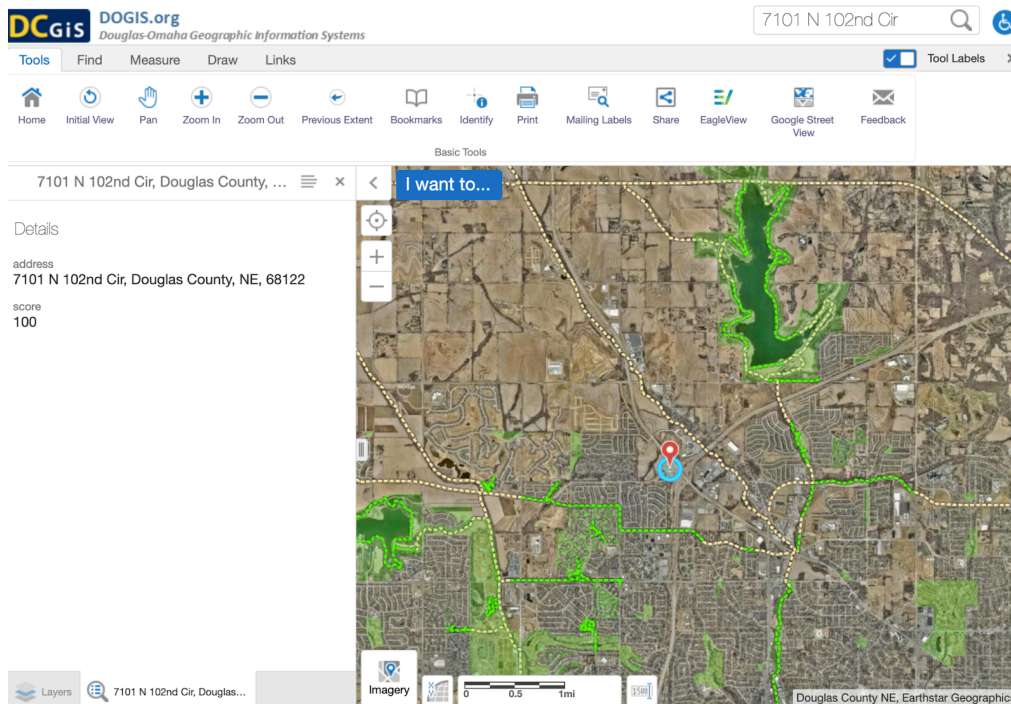


*Screenshot of the Interactive Map. The parks are the dotted green lines.*

## Recommendations

***Task 1: Subscribe to the Mayor's Newsletter***
No recommendations are needed because all participants completed the task without difficulties.

***Task 2: Find a Park Near Residence***

We recommend moving the Parks and Recreations Finder to the top of the Main Omaha Home page and/or the *Parks, Recreations, & Public Property* home page. Currently, the finder is close to the bottom of the homepage, making it difficult for first-time users to find it. If the finder were on top, it would be more accessible for users to find nearby parks. We recommend this change because 2 out of the 5 participants went to different pages to find the nearest parks.

We rate this issue a severity rating of **3**, *major usability problem; important to fix, should be given high priority*, because the finder is a useful tool for Omaha residents to find nearby parks, but if it is not readily accessible for users, the users will continue to experience pain points trying to find nearby parks.

***Task 3: Find an Open Omaha City Job Position (For the General Public)***

We recommend removing the *View Current Job Listings* button from the Employment page because the user stays on the same page after clicking the button. Two out of the five participants clicked on this button, thinking that it would lead them to an actual current jobs list. This button is unnecessary.

We rate this recommendation a severity rating of **2**, *minor usability problem; fixing this should be given a low priority*, because the button only takes the user to the same page. The button's visibility may cause some confusion, but it should be treated as low priority.

## Conclusion

All participants were able to easily sign up for the newsletter. Participants experienced difficulty when looking for the park finder. Not only was it buried two levels within the website, but the participants struggled to find the park finder once on the *Parks, Recreation, & Public Property* home page. All participants were able to successfully find job posting for the city although some made errors while in the process of finding the posting. *View Current Job Listings* button from the employment page is unnecessary because it reloads the same page that the user is currently on.

Our suggested next step is for the developers to make the above recommendations. Then a second round of testing should be conducted to evaluate the effectiveness of the recommended changes.

## *Appendices*

**Recruitment Screener**

Screener Link:
https://depaul.yul1.qualtrics.com/jfe/preview/previewId/7cea5d98-0037-480e-8aae-1bde38
2714ec/SV_6zA9MSzapom5DGm?Q_CHL=preview&Q_SurveyVersionID=current

Screener Questions:
1. Are you at least 18 years old?
2. Do you have access to a computer with internet?
3. Can you read and answer questions in English?
4. What is your gender?
5. Are you a resident of Omaha?

**Schedule**

| Participant | Day | Date | Time (CST) |
|---|---|---|---|
| **Pilot Test** | Friday | October 13, 2023 | 12:00PM |
| **1** | Friday | October 27, 2023 | 9:00PM |
| **2** | Saturday | October 28, 2023 | 1:30PM |
| **3** | Saturday | October 28, 2023 | 2:30PM |
| **4** | Saturday | October 28, 2023 | 7:00PM |
| **5** | Sunday | October 29, 2023 | 2:30PM |

**Session Checklist for Team Members**

- ☐ Gather blank evaluator/observer log sheets
- ☐ Clear work done using dummy email (unsubscribe from Mayor's Newsletter)

**Scripts (Moderator's Greeting, Participant's Instructions, and Full Task List)**

<u>Moderator's Greeting</u>

Welcome to the usability testing of the City of Omaha website. We will be evaluating the user experience of the website by asking you to perform tasks that ask you to navigate different parts of the website. We will be recording the audio for this study to help record your responses as you go through the different tasks. This will help provide us with insights about the pain points people experience as they navigate and perform tasks on the website.

Before participating in this study, we would like you to read the informed consent form to learn more about the study and receive your consent for participating in this study.

[give informed consent to participant]

<u>Participant's Instructions</u>

To start, we would like you to complete the pre-test questionnaire, so that we can gather demographic information about you.

[give pre-test form to participant]

At this time, please share your screen so we can see how you complete the tasks. Please ensure that you are sharing the browser window or your screen and not a single tab.

Now we would like you to read the scenario for the task and talk aloud as you perform the task with any thoughts that you have. If you stop talking, we will remind you to keep speaking aloud about what you are thinking. After you have completed a task, we will ask you to fill out a post-task questionnaire to gather data about the experience. Also, we may ask you follow up questions that we would like you to answer.

We will repeat this for each task.

After all the tasks have been completed, we will ask you to complete a post-test questionnaire which will help provide us with more insights about potential usability issues with the website.

The study should take about 30 minutes to complete.

Do you have any questions?

Task 1: Subscribe to Mayor of Omaha's Newsletter

Scenario: You just moved to the Omaha area and want to be up-to-date on the latest city news from the Mayor's office and subscribe to her newsletter. Your email is *kenero2574@finghy.com*.

Show me how you would do it.

*Participant performs task 1*

*Participant fills out post-task questionnaire*

*Ask any follow-up questions*

Task 2: Find Parks Near Residence

Scenario: You are new to the city, and you want to know where the nearby parks are. Your address is **7101 N 102nd Cir.** What would you do to find a park near your residence?

*Participant performs task 2*

*Participant fills out post-task questionnaire*

*Ask any follow-up questions*

Task 3: Find an Open Omaha City Job Position (For the General Public)

Scenario: You want to work for the city and see what jobs you can apply for. Show me how you would do it.

*Participant performs task 3*

*Participant fills out post-task questionnaire*

*Ask any follow-up questions*

Participant fills out post-test questionnaire.

**Full Task List**

Task 1: Subscribe to Mayor's Newsletter
**Scenario:** You just moved to the Omaha area and want to be up-to-date on the latest city news from the Mayor's office and subscribe to her newsletter. Your email is *kenero2574@finghy.com*. Show me how you would do it.
**Happy Path:**
1. Click the "Mayor's Office" navigation option
2. Click the "*Subscribe to Newsletter*" link
3. Enter Email Address
4. Click the "*Subscribe*" button


Task 2: Search for Nearby Park
**Scenario:** You are new to the city, and you want to know where the nearby parks are. Your address is **7101 N 102nd Cir.** What would you do to find a park near your residence?
**Happy Path**
1. Click the "Department" navigation option
2. Click the "Parks, Recreation & Public Property" link
3. Select the "*Park and Recreation Finder*" on the page
4. Enter Home Address


Task 3: Find an Open Omaha City Job Position (For the General Public)
**Scenario:** You want to work for the city and see what jobs you can apply for. Show me how you would do it.
**Happy Path**
1. Click the Employment navigation option
2. Click the "*Employment Opportunities for the General Public*" link
3. Click on an Open Job Title

**Consent Form/Information Sheet**

Hello,

The purpose of this informed consent form is to provide you with information about the study and obtain your consent to participate. Please read the following sections and ask any questions you have before agreeing to participate.

Background

We are conducting remote usability testing on the city of Omaha website (https://www.cityofomaha.org/) to evaluate the user experience when navigating and performing tasks. The main goals of the study are to identify usability issues that affect the user experience and receive feedback about how it could be improved.

Tasks

In the study, you will be asked to perform certain tasks on the website and talk aloud about the process. Talking aloud will help provide us with more information about the user experience and identify pain points. This process is done by saying what you are thinking as you go through the tasks, which includes any positive or negative thoughts. If you stop talking aloud, we will remind you to talk aloud. Also, you will be asked to fill out pre-test, post-task, and post-test questionnaires to help collect data that can be used to analyze the user experience of the website.

Risks and Benefits

There are no known risks in participating in this study and the benefits are that the city of Omaha website's user experience could be improved based on your feedback.

Data Collection and Analysis

Data collected from the study will be confidential and anonymous. We will be collecting audio recordings to help record your responses which will be used in analysis to help identify usability problems.

Consent

I have read and understand the information in the informed consent form. I consent to participate in the usability testing of the city of Omaha website. I understand that I have the right to withdraw from the study at any time point without penalty or consequence.

Participant's Name: _____

Participant's Signature: _____

Date: _____

**Pre-test Questionnaire**

What is your age?

Have you used the City of Omaha website before?

If no, have you used any government website to obtain information or services?

If yes, was it within the last month?

| Questions | 1<br><br>Strongly Disagree | 2 | 3 | 4 | 5<br><br>Strongly<br><br>Agree |
|---|---|---|---|---|---|
| I am comfortable with using computers | | | | | |
| I am familiar with city websites | | | | | |

| Questions | 1<br><br>One Week | 2 | 3 | 4 | 5<br><br>Never |
|---|---|---|---|---|---|
| When is the last time you accessed a city website to learn about services they provide (such as parks & recreation, etc.)? | | | | | |

**Task Sheets**

Task 1: Subscribe to Mayor of Omaha's Newsletter

Scenario: You just moved to the Omaha area and want to be up-to-date on the latest city news from the Mayor's office and subscribe to her newsletter. Your email is *kenero2574@finghy.com*.

| ASQ Questions | 1 Strongly Disagree | 2 | 3 | 4 | 5 | 6 | 7 Strongly Agree |
|---|---|---|---|---|---|---|---|
| Overall, I am satisfied with the ease of completing this task. | | | | | | | |
| Overall, I am satisfied with the amount of time it took to complete this task. | | | | | | | |
| Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task. | | | | | | | |

Task 2: Find Parks Near Residence

Scenario: You are new to the city, and you want to know where the nearby parks are. Your address is **7101 N 102nd Cir.** What would you do to find a park near your residence?

| ASQ Questions | 1 Strongly Disagree | 2 | 3 | 4 | 5 | 6 | 7 Strongly Agree |
|---|---|---|---|---|---|---|---|
| Overall, I am satisfied with the ease of completing this task. | | | | | | | |
| Overall, I am satisfied with the amount of time it took to complete this task. | | | | | | | |
| Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task. | | | | | | | |

Task 3: Find an Open Omaha City Job Position (For the General Public)

Scenario: You want to work for the city and see what jobs you can apply for. Show me how you would do it.

| ASQ Questions | 1 Strongly Disagree | 2 | 3 | 4 | 5 | 6 | 7 Strongly Agree |
|---|---|---|---|---|---|---|---|
| Overall, I am satisfied with the ease of completing this task. | | | | | | | |
| Overall, I am satisfied with the amount of time it took to complete this task. | | | | | | | |
| Overall, I am satisfied with the support information (on-line help, messages, documentation) when completing this task. | | | | | | | |

| Tasks | Task Time | Number of Errors | Time Spent in Error | Task Completed Successfully (Yes/No)? |
|---|---|---|---|---|
| Task 1 (Subscribe to Mayor of Omaha's Newsletter) | | | | |
| Comments: | | | | |
| Task 2 (Find Parks Near Residence) | | | | |
| Comments: | | | | |
| Task 3 (Apply For a City of Omaha Job (For the General Public)) | | | | |
| Comments: | | | | |

**Post-test Questionnaire**

| SUS Questions | 1 Strongly Disagree | 2 | 3 | 4 | 5 Strongly Agree |
|---|---|---|---|---|---|
| 1. I think that I would like to use this system frequently | | | | | |
| 2. I found the system unnecessarily complex | | | | | |
| 3. I thought the system was easy to use | | | | | |
| 4. I think that I would need the support of a technical person to be able to use this system | | | | | |
| 5. I found the various functions in this system were well-integrated | | | | | |
| 6. I thought there was too much inconsistency in this system | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| 7. I would imagine that most people would learn to use this system very quickly | | | | | |
| 8. I found the system very cumbersome to use | | | | | |
| 9. I felt very confident using the system | | | | | |
| 10. I needed to learn a lot of things before I could get going with this system | | | | | |

## Debriefing Script

Thank you for participating in the study. Do you have any questions about the study before we end?

**Raw Data**

| Task 1<br>(Subscribe to Mayor of Omaha's Newsletter) | Task Time | Number of Errors | Time Spent in Error | Task Completed Successfully<br><br>(Yes/No)? |
|---|---|---|---|---|
| Participant 1 | 00: 02: 00 | 0 | n/a | Yes |
| | Comments: Participant had no difficulty completing this task | | | |
| Participant 2 | 00: 00: 25 | 0 | n/a | Yes |
| | Comments:<br><br>● Task was completed without confusion because it was short and simple. | | | |
| Participant 3 | 00: 00: 30 | 0 | n/a | Yes |
| | Comments: Participant had no difficulty completing this task | | | |
| Participant 4 | 00: 00: 30 | 0 | n/a | Yes |
| | Comments:<br><br>● Participant had no issues completing this task. | | | |
| Participant 5 | 00:01:25 | 0 | n/a | Yes |
| | Comments: | | | |

| Task 2 (Find Parks Near Residence) | Task Time | Number of Errors | Time Spent in Error | Task Completed Successfully (Yes/No)? |
|---|---|---|---|---|
| Participant 1 | 00: 02: 42 | 3 | 00: 00: 40 | No (Reject) |

Comments:
- At first, the participant was very confused on where to start to complete the task. She clicked on the "City of Omaha" link twice.
- Then, she clicked on "departments", then the "Parks"
- After landing on the Parks homepage, she linked on the "Parks" navigation choice, which was not the happy path.
- Then, she clicked on "Search Parks" and selected "Fontenelle Park"

| | | | | |
|---|---|---|---|---|
| Participant 2 | 00: 01: 50 | 1 | 00: 00: 10 | Yes |

Comments:

- User had little issue with finding where nearby parks were located.
- It may have been easier for them because they were on a government website recently.
- Having less steps would make it a better experience

| | | | | |
|---|---|---|---|---|
| Participant 3 | 00: 02: 06 | 1 | 00: 00: 20 | Yes |

Comments:

- At first, the participant was a little lost on how to start this task.
- Participant clicked on the "Parks" navigation option on the Parks, Recreation, and Public Property home page.
- Did not see the "Park & Recreation Finder" until he scrolled down the page.

| | | | | |
|---|---|---|---|---|
| Participant 4 | 00: 03: 29 | 1 | 00: 02: 32 | No -reject |

Comments:

- Participant took 57sec on homepage to decide where to go.
- Participant clicked on interactive map on "How do I" until 3:10
  - Typed in address to interactive map. Instead of listing the closest park, it highlights all available parks on the map with the input addressed pinned. Participant selected what

| | | | | |
|---|---|---|---|---|
| | appeared to be the closest highlighted park on the map - Glenn Cunningham Lake Park. Park Meadows is the closest park, which was highlighted but very small on the map and not very visible to participant.<br><br>● Participants expressed there should be a parks tab. An interactive map does not seem exclusive to parks. | | | |
| Participant 5 | 00:05:54 | 6 | 00:03:38 | Yes |
| | Comments:<br>● Participant scrolled throughout the page looking for a reasonable link.<br>● He had difficulty finding the link but find a park becomes easier after the link was found<br>● Participant stated the Park Finder link is too far buried into the website.<br>● The participant did not link that the Parkfinder did not accept his typed address. It was a source of frustration. | | | |

| Task 3<br><br>(Apply For a City of Omaha Job (For the General Public)) | Task Time | Number of Errors | Time Spent in Error | Task Completed Successfully<br><br>(Yes/No)? |
|---|---|---|---|---|
| Participant 1 | 00: 01: 13 | 0 | n/a | Yes |
| | Comments:<br><br>● The participant had no difficulty completing this task. | | | |
| Participant 2 | 00: 01: 10 | 0 | n/a | Yes |
| | Comments:<br><br>● Task was completed without confusion because it was short and simple. | | | |
| Participant 3 | 00: 02: 28 | 2 | 00: 00: 25 | Yes |
| | Comments: | | | |

| | | | | |
|---|---|---|---|---|
| | ● Selected the ""Current Openings" option on the Employment page, which took him back to the same page.<br>● Selected the "Employment Opportunities for Current City of Omaha Employee Only" link which took him to an HR portal site. | | | |
| Participant 4 | 00: 01: 50 | 2 | 00: 00: 50 | yes |
| | Comments:<br><br>● How do I? > "Apply for Employment" > City of Omaha Job Postings> Employment Opportunities for General Public<br>● Expressed that some links were not obvious as links but appeared to look like texts/headers. | | | |
| Participant 5 | 00:03:35 | 1 | 1:42 | Yes |
| | Comments:<br>● The participant did not understand the point of the "search current job listing" link if it brought him back to the same current page. | | | |

**Task Times**

| | Times on Task (s) | | |
|---|---|---|---|
| **Participant** | **Task 1** | **Task 2** | **Task 3** |
| **1** | 30 | 126 | 148 |
| **2** | 25 | 110 | 70 |
| **3** | 120 | 162 | 73 |
| **4** | 30 | 209 | 110 |
| **5** | 85 | 343 | 215 |
| **Average** | 58 | 190* | 155 |

**\* Average time on successful tasks = 193s**

**Task Completion Rate and Error Occurrence**

| Task | Completion Rate | Errors Occurred |
|------|-----------------|-----------------|
| 1 | 5 of 5 | 0 |
| 2 | 3 of 5 | 9 |
| 3 | 5 of 5 | 5 |

**Error Occurrence and Time Spent**

| Participant | Task | Errors Occurred | Time Spent (s) |
|-------------|------|-----------------|----------------|
| 1 | 2 | 1 | 20 |
|   | 3 | 2 | 25 |
| 2 | 2 | 1 | 10 |
| 3 | 2 | 3 | 40 |
| 4 | 2 | 1 | 152 |
|   | 3 | 2 | 55 |
| 5 | 2 | 6 | 218 |
|   | 3 | 1 | 102 |

**Task 1 - ASQ Questions**

| | Satisfaction Rating (1-7) | | |
|-------------|-----------------|----------------|--------------|
| Participant | Completion Ease | Amount of Time | Support Info |
| 1 | 7 | 7 | 6 |
| 2 | 7 | 7 | 6 |
| 3 | 7 | 7 | - |
| 4 | 7 | 7 | 6 |
| 5 | 7 | 7 | 7 |
| Average | 7 | 7 | 6.25 |

**Task 2 - ASQ Questions**

| Participant | Satisfaction Rating (1-7) | | |
|:---:|:---:|:---:|:---:|
| | Completion Ease | Amount of Time | Support Info |
| 1 | 5 | 5 | 5 |
| 2 | 6 | 6 | 5 |
| 3 | 1 | 3 | 4 |
| 4 | 3 | 2 | 1 |
| 5 | 3 | 3 | 1 |
| Average | 3.6 | 3.8 | 3.2 |

**Task 3 - ASQ Questions**

| Participant | Satisfaction Rating (1-7) | | |
|:---:|:---:|:---:|:---:|
| | Completion Ease | Amount of Time | Support Info |
| 1 | 4 | 4 | 5 |
| 2 | 6 | 6 | 6 |
| 3 | 6 | 6 | 6 |
| 4 | 4 | 6 | 3 |
| 5 | 5 | 6 | 6 |
| Average | 5 | 5.6 | 5.2 |

**SUS Questions**

| Participant | Satisfaction Rating (1-5) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| **1** | 2 | 3 | 3 | 1 | 3 | 3 | 3 | 2 | 3 | 1 |
| **2** | 3 | 2 | 4 | 2 | 3 | 3 | 4 | 3 | 4 | 2 |
| **3** | 4 | 2 | 2 | 5 | 3 | 3 | 2 | 4 | 4 | 1 |
| **4** | 2 | 3 | 2 | 3 | 4 | 5 | 3 | 2 | 3 | 4 |
| **5** | 4 | 2 | 5 | 1 | 4 | 1 | 5 | 5 | 5 | 2 |
| **Average** | 3 | 2.4 | 3.2 | 2.4 | 3.4 | 3 | 3 | 3.2 | 3.4 | 2 |

# References

Brooke, John. (1995). SUS: A quick and dirty usability scale. Usability Eval. Ind.. 189.

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