

Interview Protocol
Chicago Access Conference
DoIT Design Team

Overarching questions

- What are the most pressing city services accessibility problems?
- What departments/nonprofits are already working in this space?
- Are there examples/stories we can use to strengthen our case for accessibility?

Introduction

Thanks for talking with us! I'm [your name/title] and I work for the City of Chicago's Department of Innovation and Technology. What we're doing at AccessChicago is talking with you and other citizens about accessibility issues in the city, particularly with our website and other digital services.

If you have a few minutes, we'd love to talk with you about your experiences with the city's digital services, and what your priorities are. The whole thing shouldn't take more than [7] minutes, and would go a long way towards helping us improve and better serve you. I also want to point out that this isn't a test, and there are no wrong answers. We just want to understand your personal experiences, and you can skip any questions you're not comfortable answering.

Would you like to be interviewed and help shape Chicago's digital accessibility strategy? Great, thanks. Is it okay if we record the session? Your name will not be released and that any personally identifiable information will be kept confidential.

Warm-Up Questions

- What brought you here today?
- What are you most excited about that you've seen today at AccessChicago?

Questions

Rating digital services

- Are you aware of what 311 is?
- Have you used a 311 service in Chicago?
- What was the last 311 service that you remember using?

- Could you describe your experience using it?
- On a scale of 0 to 10, 10 being very positive, how likely is it that you would recommend using that service to a friend or colleague? [Net Promoter Score]
- How do you think it rated in terms of accessibility?
- If you had a magic wand to change it, what would it be like?

Other examples

- Who do you think is doing a great job in Chicago of providing accessible services or information on accessibility? [e.g. companies, non-profits, people, employees, etc.]
- Is there a city service that stands out in terms of accessibility, either good or bad? Why?
- Has there ever been a time where you weren't able to access a city service online? Could you describe that experience?
- If you had 30 seconds to talk to the mayor about accessibility, what would you say to him?

Conclusion

Those are all the questions I have for you. Before we wrap this interview up, is there anything else related to accessibility for City of Chicago online services that you think we should take into consideration?

If you have any questions or something you want to add, please don't hesitate to contact me by email (at Jason.Kunesh@cityofchicago.org). We may be in touch with you again to ask follow-up questions. Thank you again for your time!

Consent Form

I agree to participate in the study conducted by the City of Chicago Department of Innovation and Technology (DoIT).

I understand that participation in this usability interview is voluntary and I can stop it at any time, for any reason.

I consent to being recorded or photographed for the purpose of this study. I understand that the recording will only be shared within the City of Chicago. I understand that my name will not be released and that any personally identifiable information will be kept confidential.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date: _____

Please print your name: _____

Please sign your name: _____

Thank you!

We appreciate your participation.