

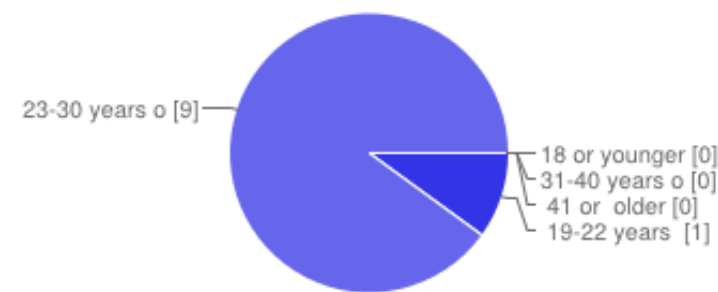
10 responses

[View all responses](#)

Summary

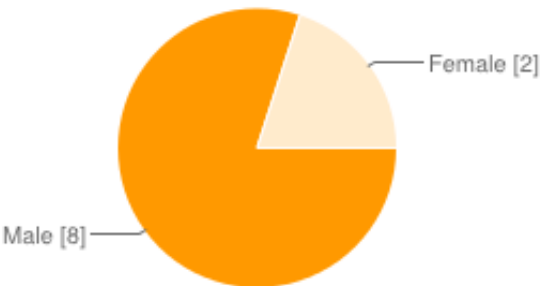
Participant Information

Participant Age



18 or younger	0	0%
19-22 years old	1	10%
23-30 years old	9	90%
31-40 years old	0	0%
41 or older	0	0%

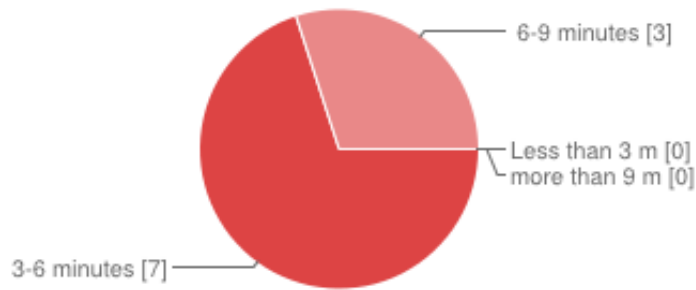
Participant Gender



Male	8	80%
Female	2	20%

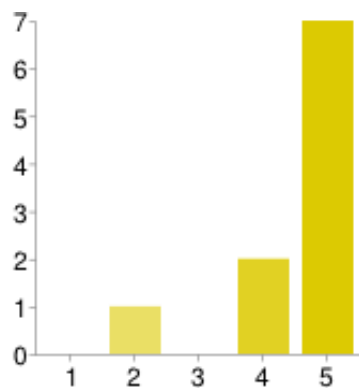
Qualitative Measurement

Roughly how many minutes did it take the participant to perform the task? *



Less than 3 minutes	0	0%
3-6 minutes	7	70%
6-9 minutes	3	30%
more than 9 minutes	0	0%

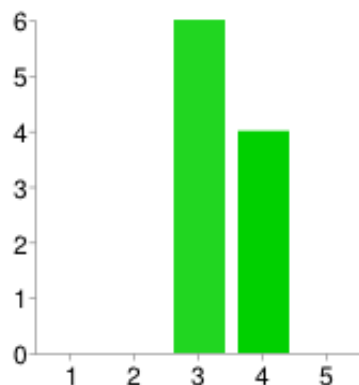
How much of the task did this participant complete? *



1	0	0%
2	1	10%
3	0	0%
4	2	20%
5	7	70%

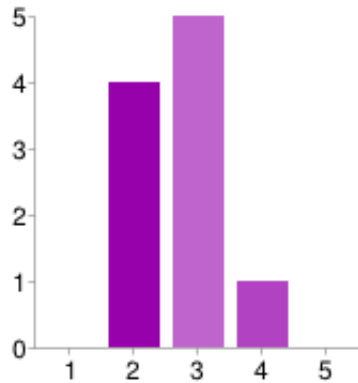
Expectation Measurement

How much difficulty did the participants anticipate before actually using the form? *



1	0	0%
2	0	0%
3	6	60%
4	4	40%
5	0	0%

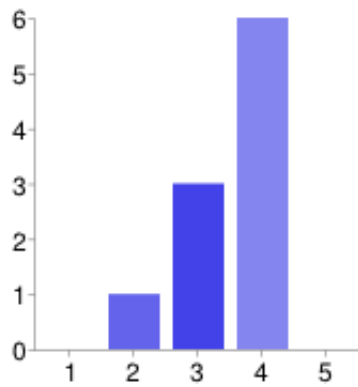
How much difficulty did the participants anticipate after actually using the form? *



1	0	0%
2	4	40%
3	5	50%
4	1	10%
5	0	0%

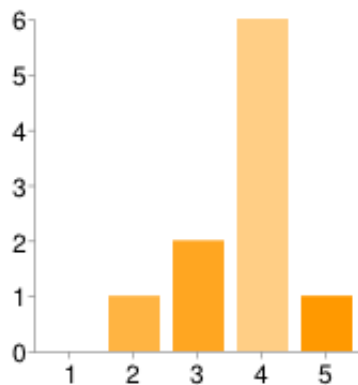
Emotional Measures

Before using the form, how negative or positive was your participant's emotion?



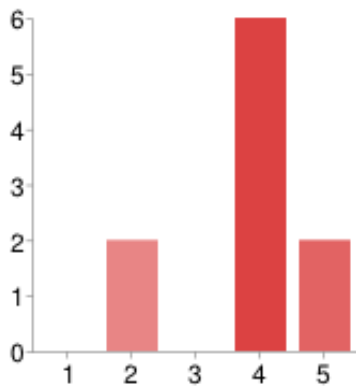
1	0	0%
2	1	10%
3	3	30%
4	6	60%
5	0	0%

Before using the form, how dominant was your participant's emotion?



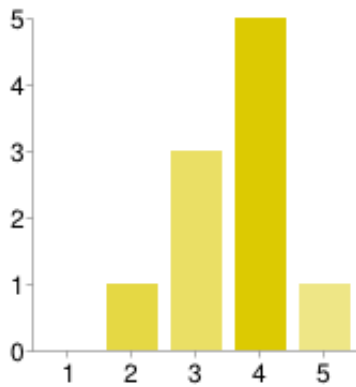
1	0	0%
2	1	10%
3	2	20%
4	6	60%
5	1	10%

Before using the form, how energetic was your participant's emotion?



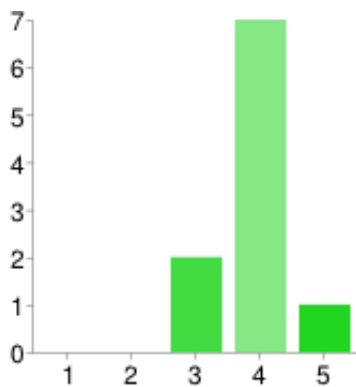
1	0	0%
2	2	20%
3	0	0%
4	6	60%
5	2	20%

Before using the system , how confident did you feel about using the system.



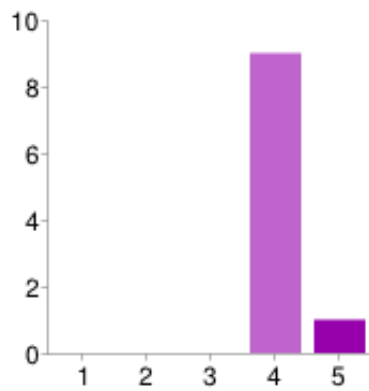
1	0	0%
2	1	10%
3	3	30%
4	5	50%
5	1	10%

After using the form, how negative or positive was your participant's emotion?



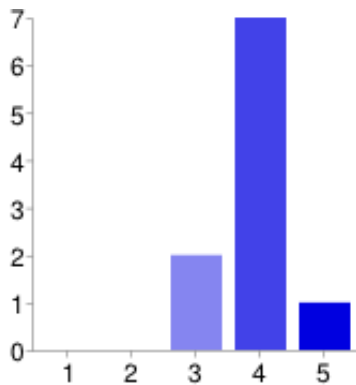
1	0	0%
2	0	0%
3	2	20%
4	7	70%
5	1	10%

After using the form, how dominant was your participant's emotion?



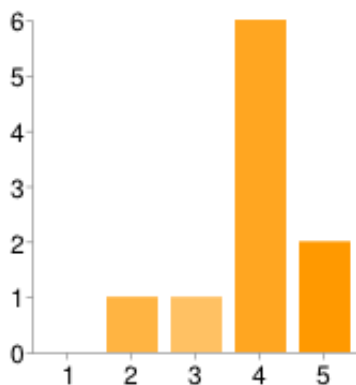
1	0	0%
2	0	0%
3	0	0%
4	9	90%
5	1	10%

After using the form, how energetic was your participant's emotion?



1	0	0%
2	0	0%
3	2	20%
4	7	70%
5	1	10%

After using the system , how confident did you feel about using the system.



1	0	0%
2	1	10%
3	1	10%
4	6	60%
5	2	20%

Notes

What worked well?

For licensing, most common occupations checklist helped. Licensing sections were separate and modular. User was able to quickly look up the licenses mentioned in the tasks. everything was listed in the licensing tab which was help ful a lot The participant could complete all the sub-tasks. She found the links to popular licensing checklists very useful. Also,

she liked the helpline numbers mentioned on every page. The navigation was easy for her. She could find the required information in very less time. The start of the procedure, clicking on licensing link and the available sub-categories were easy enough to find for the participant. Also, she found the information trustworthy and the categories precise and helpful. Even the required contact information was well stated. User was able to locate all the information needed for performing the task. Top 12 licensing links proved to be very helpful. The Licencing for common businesses went well. For not so common the participant preferred to talk to the executive before moving on further. Easy to find licenses for common businesses. The common licenses list helped. The common licenses helped to satisfy most of the tasks.

What did not work well?

Nothing much. She found the website quite usable. And also, the learning curve for the website was less. For some of the pages, user's first reaction conveyed that there is too much information on the page. But after spending some time, user was able to locate what he was looking for. Could not do 2 tasks perfectly. Participant seemed slightly confused with landing pages but being wire-frames it was bound to happen. Got confused while finding the license requirements for Dental Clinic. Difficult to get more information when looking through un-common businesses some of the departments are not listed and if they do fall under a category of departments then it would be helpful to know a gist about them Only in the task when she did not find the category present directly but rather a broad classification present, it took her a while to figure it out. Regarding the dental task, participant was confused whether he was in the right place. Did not know whether he ended the task rightly. A simple search mechanism to look up licenses would be useful.

When was the participant unhappy or frustrated with what they encountered?

Never unhappy or frustrated. The participant was never frustrated or unhappy. Overall, it was a pretty smooth experience for her. . NA Tried looking for a specific form for Ferry Business and couldn't find it.

Did the participant find anything especially interesting or surprising?

NA Preferred using chat or call (help options) when faced with uncommon businesses The easily available exact categories and license requirements relating to that were found pleasantly surprising by the user. Most common occupations in license section was interesting. The participant gave up on the search when he couldn't find what he was looking for instead of using help. She found the popular checklists very interesting and also very useful.

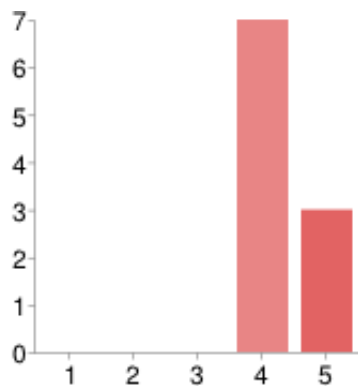
Other Feedback from participant

Overall, the site was usable and navigation was quite easy. The links provided alongside each section for help/chat were helpful as novice users can use them in case they stumble during the

task. NA Liked the design. He said it was very intuitive. Participant says that the information was not well displayed or grouped. Overall a smooth experience. Or the tasks were simple enough too.

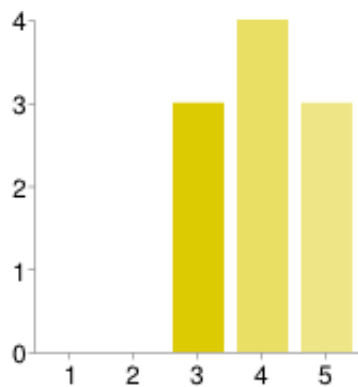
Additional Measurement [Usability, Credibility, Loyalty]

How valuable was the information on this website?



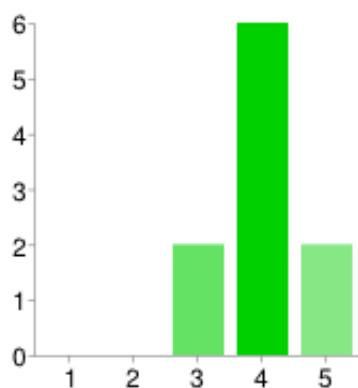
1	0	0%
2	0	0%
3	0	0%
4	7	70%
5	3	30%

How easy was it to navigate within the website?



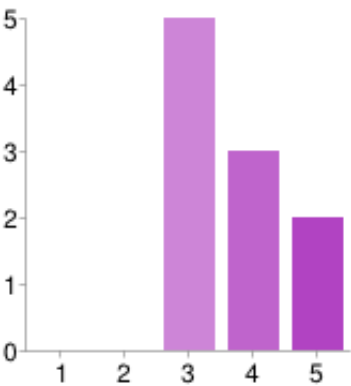
1	0	0%
2	0	0%
3	3	30%
4	4	40%
5	3	30%

How likely are you to recommend this website to a friend or colleague?



1	0	0%
2	0	0%
3	2	20%
4	6	60%
5	2	20%

How well were the various functions in this system integrated?



1	0	0%
2	0	0%
3	5	50%
4	3	30%
5	2	20%

Number of daily responses

