

User Testing

I have been given general information about this project and the types of questions I can expect to answer. I understand that the survey/questionnaire will be conducted anonymously and that it will take approximately 5-10 minutes of my time to complete.

I understand that my participation in this project is completely voluntary and that I am free to decline to participate, without consequence, at any time prior to or at any point during the activity.

I understand that any information entered into the passport application system will not be personal and will be made up or “dummy data”.

I understand that the results of this activity will be used exclusively in the below-named student’s Dublin City University’s course assignment and none of the information I provide will be published, in any form, in any journals or conference proceedings.

I also understand that there are no risks involved in participating in this activity, beyond those risks experienced in everyday life.

I have read the information above. By ticking the box below and returning this form, I am consenting to participate in this survey/questionnaire project

☒

Section 1: User Interface (UI)

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
You liked the User Interface		X			
You prefer the new User interface to the old one		X			
You liked the colours Used in the web app			X		
You liked how the information was displayed on the /about page		X			

Please Provide any additional Information that you wish:

New frontend is an upgrade

Section 2: User Experience (UX)

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Did you find the application process easy?	X				
You had no problems understanding what you had to do	X				
Do you think the email confirmation is a good way to inform users about the completion of the application	X				
The Chatbot feature was useful	X				
You had no error messages while completing the application process	X				
It Was clear that the image you uploaded was accepted or not.	X				

Please Provide any additional Information that you wish:

Section 3 Chatbot

Please outline any questions the chatbot was unable to answer

'When will I get my passport?'
