

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

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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:

Don't like old website. Boxes for inputs isn't appealing

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:

I skipped the 'name' input, and was told I needed to fill it in.

Section 3 Chatbot

Please outline any questions the chatbot was unable to answer

Asked the chatbot, how do I take a picture. This was not understood.
