

# UAT Data Collection Form

## Data Collector Instructions:

1. Use a new form for every tester.
2. Proceed through each section of the form to complete the test session; most questions require a response to be able to submit the form.
3. Make sure you record the start and end times for each session. This time can be read from your cell phone to maintain accuracy.
4. Be sure to complete the form before you hit submit.

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\* Indicates required question

## Pre-Test Questionnaire

### Data collector instructions:

1. Data collectors must ask these questions prior to approving a tester to proceed to a test session. Please be sure to ask and mark an answer for each question.
2. Voters do not qualify if they: are not eligible to vote in the United States; have been a pollworker, employee of voting system company, or serve/served as an election official; or have participated in a formal voting system usability test previously.
3. If they do not qualify, make sure you note a "no" on the form; we will continue the test, but will exclude their results from our EAC report.
4. After the final question of this section, provide a consent form in tester's preferred language

1. Date of Test \*

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*Example: January 7, 2019*

## 2. Location \*

*Mark only one oval.*

- ☐ Austin Wellness & Rehab
- ☐ Kalahari Round Rock
- ☐ ACBTX
- ☐ Gray Street
- ☐ Private residence

## 3. Initials of Data collector \*

*Mark only one oval.*

- ☐ JCM
- ☐ PW
- ☐ RA
- ☐ AF

## 4. Initials of tester \*

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## 5. Age \*

*Mark only one oval.*

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-69
- ☐ 70+

## 6. Gender \*

*Mark only one oval.*

- ☐ Male
- ☐ Female
- ☐ Other

## 7. Level of Education \*

*Mark only one oval.*

- ☐ Some high school
- ☐ High School/GED
- ☐ Some College
- ☐ College Degree
- ☐ Graduate/Professional Degree

## 8. Race/Ethnicity (can select more than one) \*

*Check all that apply.*

- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Black/African-American
- ☐ Hispanic/Latino
- ☐ Pacific Islander
- ☐ White/Caucasian
- ☐ Other

## 9. Primary/preferred language? (can choose more than one) \*

*Check all that apply.*

- ☐ English
- ☐ Spanish
- ☐ Simplified Chinese
- ☐ Traditional Chinese

## 10. Are you disabled? \*

*Mark only one oval.*

- ☐ Yes
- ☐ No

## 11. Can you tell me about your disability? \*

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## 12. Geographic distribution \*

*Mark only one oval.*

- ☐ Urban
- ☐ Suburban
- ☐ Rural

13. Are you eligible to vote in the US? \*

*Mark only one oval.*

☐ Yes

☐ No (does not qualify for testing)

14. Years you've been a voter \*

*Mark only one oval.*

☐ None

☐ Less than 2 years

☐ 2-5 years

☐ 6-10 years

☐ 11-20 years

☐ 20+ years

15. Voting frequency in the past 4 years? (Feel free to use the words rather than the numbers if that is easier for the tester.) \*

*Mark only one oval.*

☐ None (never)

☐ 1-2 (rarely)

☐ 3-5 (occasional)

☐ 6+ (always)

16. Are you currently or have you ever been a poll worker, employee of a voting machine manufacturer, or election official? \*

*Mark only one oval.*

☐ Yes (does not qualify for testing)

☐ No

17. Have you previously participated in a formal usability test for voting equipment? \*

*Mark only one oval.*

☐ Yes (does not qualify for testing)

☐ No

18. Does this tester qualify for testing? Testers do not qualify for testing if they: are not eligible to vote in the US; are/were employed in voting systems/election administration/serve as a pollworker; or have previously participated in a user test for voting systems. **Tester can continue with the test, but make sure you mark yes or no so we can parse the data post testing.** \*

*Mark only one oval.*

☐ Yes

☐ No

## General Test Data Collection

Data collector instructions:

1. Store signed consent form in folder to make sure it does not get lost.
2. Orally provide orientation on the system and an overview of the process, including:  
Accessible controller (help button, volume, and speech rate); Headphone jack (if needed); PAT jack (if needed).
3. Show the voter where the setting button is on the screen and provide a general overview of the process to work through their ballot, review, and then cast their ballot.
4. Feel free to encourage the voter to undervote or overvote a contest, complete a write in, review and change their selections from the review screen, change their settings, etc.
5. Every session must start with ballot activation and must end with verification of selections and casting of the ballot.
6. **Be sure to note the start time as soon as soon as you complete the overview and instructions and the tester begins to interact with the system.**

19. Consent form signed? \*

*Mark only one oval.*

☐ Yes

☐ No

20. Did you provide voter instructions orally and give general orientation on the system? \*

*Mark only one oval.*

☐ Instructions complete & general orientation on the system provide

☐ No

21. Read this to tester right before you begin the test: "Please attempt to follow the instructions provided on the following screens and/or through audio provided. I will be here to provide basic assistance, similar to what a poll worker can provide in a polling location. Please feel free to share your feedback and comments out loud as you work through the ballot. If you are stuck and cannot continue, please inform me by raising your hand and/or verbally asking for help. I will be observing and taking notes from a few feet away."

*Check all that apply.*

☐ Final direction provided, ready to begin testing.

22. Test start time \*

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*Example: 8:30 AM*

### Data Collector Notes During Testing

Data collector instructions:

1. The following spaces allow the data collector to enter details about the tester experience during testing. Additional details on information that should be collected is provided below.
2. Please take notes in this section during testing.
3. You may assist a tester if asked for assistance, but only in the same manner a poll worker would assist a voter in a polling place.
4. The data collector **shall not** ask a tester questions during the test, but should be close enough to document any comments the tester makes and to assist the tester if they need assistance.
5. If a data collector assists a tester during a session, note the details of assistance provided under the errors during testing section below. **Please be sure to note the total number of times you provided assistance to a tester.**
6. **Be sure to note the end of test time as soon as the tester casts their ballot.**



23. Tester comments/feedback/chatter: Notes for general feedback/observation on the tester experience/comments from tester during session. This should be any additional information the tester provides unprompted during the test session. \*

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24. Errors during testing: Data collector notes errors made by a voter during testing. Errors include: user interface problems, assistive technology communication/use failure, getting stuck in a menu or process, etc. Errors will usually require intervention from the data collector to allow the voter to continue the session if they want to continue. \*

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25. Error assistance: How many times did you provide help to the user (actual count)? \*  
You can count the number of occurrences described in the question above.

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26. Skipped contests: Data collector notes on any skipped contests, including number \* of skipped contests and reasons provided by the tester

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27. Unable to complete voting session: Data collector notes on a user being unable to complete a voting session

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28. Additional observations: Data collector additional notes

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29. Test session complete time \*

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*Example: 8:30 AM*

## Post Test Satisfaction Survey

### Data collector Instructions:

1. Ask the satisfaction survey questions after the tester completes and casts their ballot.  
**Be sure to enter session end time before asking these survey questions.**
2. Be sure to provide answers to all questions in each section of this form **before** hitting submit.
3. Be sure to submit the form **before** you move on to the next tester.

30. Was the tester able to complete their voting session and cast their ballot? \*

*Mark only one oval.*

☐ Yes

☐ No

31. If the tester used **audio**: Was the audio of good quality to allow you to clearly hear instructions and ballot information? (add any additional feedback to user feedback above) \*

*Mark only one oval.*

☐ Yes

☐ No

☐ NA

32. If the tester used **translations**: Did the translations allow you to clearly hear instructions and ballot information? (add any additional comments to user feedback above) \*

*Mark only one oval.*

☐ Yes

☐ No

☐ NA

33. If the tester completes a **write in**: Was the write in process... (add any additional comments to user feedback above)

*Mark only one oval.*

1 2 3 4 5

Hard ☐ ☐ ☐ ☐ ☐ Easy/simple

34. If the tester **changed a selection on the review screen** ask: Was the process to change a selection... (add any additional comments to user feedback above)

*Mark only one oval.*

1 2 3 4 5

Hard ☐ ☐ ☐ ☐ ☐ Easy/simple

35. How confident is the tester that their ballot was marked and cast correctly (or marked and cast the way they intended)? \*

*Mark only one oval.*

1 2 3 4 5

Very ☐ ☐ ☐ ☐ ☐ Very confident

36. How would you rate your voting experience overall? \*

*Mark only one oval.*

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

37. Which device(s) did the tester test? \*

*Check all that apply.*

☐ VxScan

☐ VxMark

38. Any additional session notes - enter them here

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39. Compensation provided? \*

*Mark only one oval.*

☐ \$25 visa gift card

☐ \$50 gift card

☐ \$100 gift card

☐ Gift card refused

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