

Usability Summary



Study

- HFI – Human Factors International, Inc.
- Participants to test specific tasks on CA.gov
 - “How would you contact the Dept of Boating & Waterways...”
- Elliott Benson Center – 1 way mirror
- Sessions lasted about 1 hour each

Participant Demographics

- 10 females and 8 males
- 4 22-30 year olds
- 4 31-40 year olds
- 4 41-50 year olds
- 5 51-60 year olds
- 1 61-70 year old

More Participant Information

- 10 of the 18 participants used site in last 30 days
- Most popular activity was checking e-mail daily and second was visiting social networking sites
- 12 individuals and 6 small business owners

Findings

➤ What users liked:

- This site was better than the old
- It stayed in mostly the same browser window
- Users felt that they had learned about more services offered
- Users wanted to explore the site in depth after the testing

Findings

- What users did not like:
 - The navigation gave users too many options
 - Node Diagram (Constellation)
 - Covered by the secondary navigation
 - Difficult to read
 - Users tried to click on labels rather than “nodes”- this was somewhat confusing

CA .GOV State of California

Agencies | Español | Help

Search

WELCOME | EDUCATION | HOME & FAMILY | VISIT & PLAY

photography by Patrick Smith

Search CA.gov Search

Find Yourself WEConnect.net

Let us connect you to money, opportunity and dreams.

Learn more

News Services Mobile Apps About

CA NEWS RSS

New Portal Design Comes with Video Tour
 Make a Positive Impact Using the California Volunteer Matching Network
 Explore the Parks Near You
 Real-time Air Quality Readings
 Free Microsoft training and certification for California job seekers

Popular Pages

- Alerts
- Business
- Driving
- Government Links
- WiFi Hotspots
- Online Services
- N-11
- Calendars
- Live Help
- Multimedia

Top Searches this Month

- DMV
- EDD
- Road Conditions
- Megan's Law
- Courts
- High Speed Rail
- State Jobs
- Business Search
- Overtime Pay
- Unemployment

Weather: 85°F Sacramento, CA

Connect with Us

Living in California

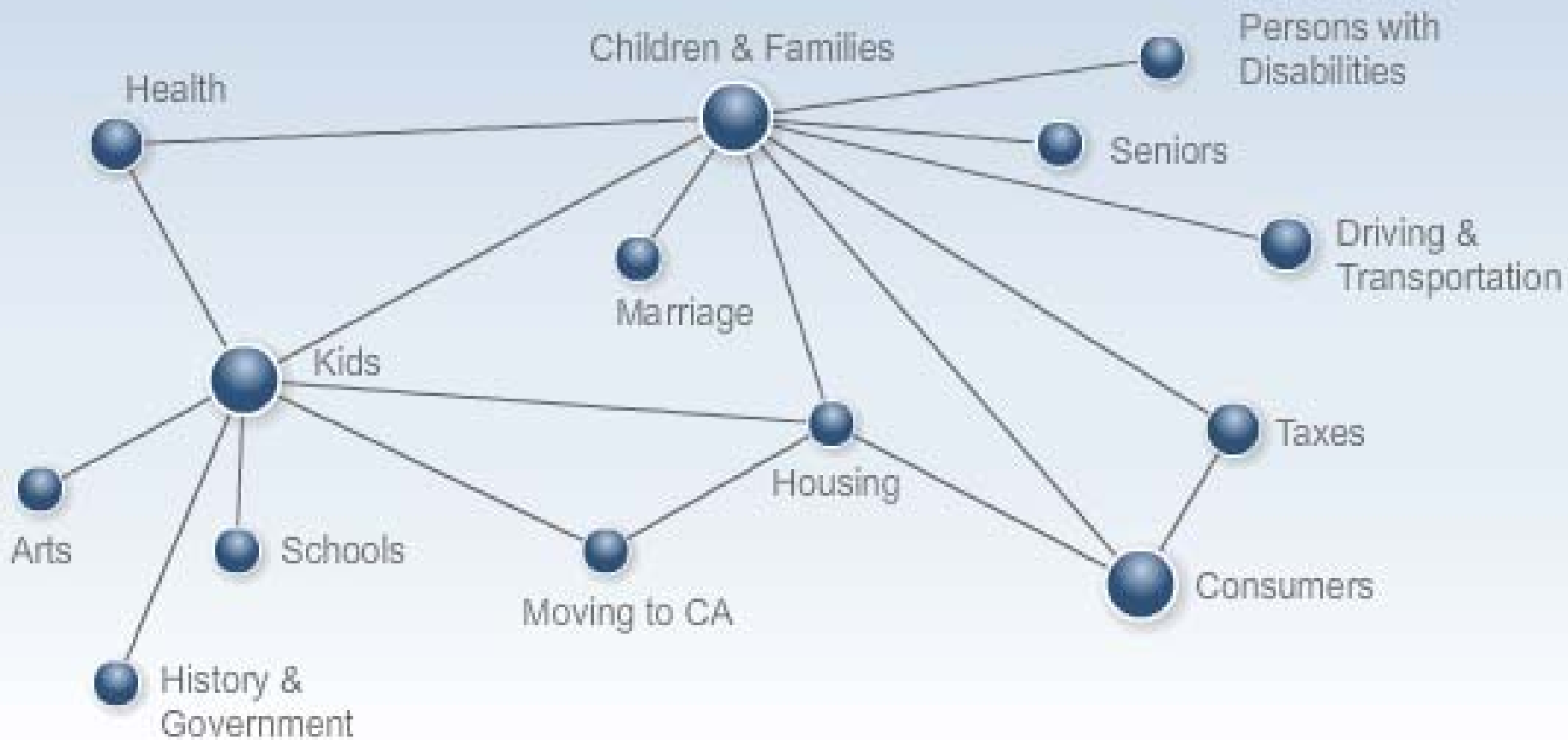
- Driving (DMV)
- Grants
- Lottery Results
- Mortgage Help
- Moving to California
- Traffic Citations
- Road Conditions
- Bill Signings
- Taxes
- Unclaimed Property

Working in California

- Business Permits
- Business Search
- Career Centers
- Doing Business with CA
- Job Fairs/Events
- Occupational Licenses
- State Jobs
- Taxes
- Unemployment (EDD)
- Working FAQs

Visiting California

- Activities & Events
- Fishing/Hunting Licenses
- Maps
- Shopping
- State Capitol
- State Parks
- VisitCalifornia.com
- Welcome Centers
- Wine & Food
- Visitor's Guide



More Findings

- Some users felt there was not much emphasis on small business
- Users liked the “Visit & Play” tab
- Footer was not visually appealing
- Imagery on front page was favorable (flash pictures)

Changes

➤ In effect now:

- Making descriptions less “wordy”
- Adding links to more appropriate locations
 - Taxes was listed under “Home & Family”, but now it is also found under the “Jobs” tab
- Constellation (Node) diagrams are being constructed to match secondary navigation

We want your input!

- Survey will be coming out from the eServices Office in order to gain your input on the CA.gov site
- You can provide suggestions and feedback on the newly launched site