The Washington State Elections Division is conducting research to evaluate the usability of a voter registration form. We will use the results of these sessions to help improve the usability of the form.

If you agree to participate, you will use the form to register to vote in the presence of a moderator and share your thoughts as you fill out the form.

In this short session, you will

• Respond to a brief questionnaire about you and your civic experience
• Register to vote using the testing form
• Complete a brief questionnaire and interview about your overall experience

Your participation will take approximately 15 minutes. There is no risk to you if you participate in this study. We will use the information that you provide, along with information from other people, to improve the design of the actual form.

Any information you share will be kept strictly confidential; your name will not be associated with the data we collect from your session. **Your privacy will be protected to the maximum extent allowable by law.**

Your participation is completely voluntary. You may choose not to participate at all, may refuse to participate in certain procedures or answer certain questions, or may discontinue your participation at any time without penalty. Your decision to participate will not affect your relationship with any local, state, or Federal organizations, or the person who identified you as a potential participant. Agreeing to participate and signing this form does not waive any of your legal rights.

If you have any questions about this study, please contact:
Nick Handy
Secretary of State's Office, Elections Division
nhandy@secstate.wa.gov

If you voluntarily agree to participate in this research, and have had all your questions answered, please sign below.

_____

Participant's Signature   Date

_____

Moderator's Signature   Date

Participant number: _____

1. What is your age? _____

2. What is your zip code? _____

3. Which of these best describes your race or ethnicity:

   ○　White alone

   ○　Black or African-American alone

   ○　American Indian or Alaska Native alone

   ○　Asian alone

   ○　Native Hawaiian or other Pacific Islander alone

   ○　Some other race alone

4. Are you:

   ○　Female

   ○　Male

5. Do you have physical limitations, such as:

   ○　Blindness, deafness, or a severe vision or hearing impairment

   ○　A condition that substantially limits one or more physical activities such as walking, climbing stairs, reaching, lifting, or carrying?

6. Do you have difficulty doing any of the following?

   ○　Learning, remembering, or concentrating?

   ○　Dressing, bathing, or getting around inside the home?

   ○　Going outside the home alone to shop or visit a doctor's office?

   ○　Working at a job or business?

8. Are you registered to vote in Washington state right now?　○ Yes　○ No　○ Don't know

10. If you are registered to vote in Washington state, what method did you use to register?

   ○　Mail-in form

   ○　Online interface

   ○　I registered at a government agency

   ○　I don't remember

1. I thought the form was easy to use.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

2. The instructions were difficult to understand.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

3. The registration information was difficult to understand.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

4. It was easy to fill in the blanks.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

5. I would imagine that most people would be able to use this form without problems.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

6. I found this form awkward to use.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

7. I felt very confident filling in my information on this form.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

8. I would need help to fill out this form.

    ○ Strongly agree   ○ Agree   ○ Neither agree nor disagree   ○ Disagree   ○ Strongly disagree

Thank you for agreeing to participate. Today, we'd like to get your feedback about Washington State's Voter Registration Form. We're trying to understand how well the form design works for people like you.

For the next few minutes, I'd like you to pretend you're registering to vote. We'll watch you doing that. We will be taking notes while you register.

When you have finished, I'll ask you to fill out a brief questionnaire. Then I'll ask you some questions about what you thought of the form and what the experience of using it was like. The whole interview should take about 15 minutes.

Please remember that you are not being tested in any way. Your taking part in the study helps us evaluate how well the form works. Do you have any questions at this point?

Lets get started.

Although this situation will be similar to registering to vote because you have a form that looks real, you're not really registering. By completing the task as you normally would on this form, you're helping us learn where people like you might have questions or problems with using it.

This form will not register you to vote.

This is the form I would like you to use.

[hand person the form]

Are you ready to register? Please try to do what you would normally do, not what you think I want you to do. If you're undecided about a question or section, do what you would do if you were really filling it out.

From this point on, you should treat me like a frontline staffperson.
If you have questions or problems with the form, ask me. I'll note your question and if it's appropriate, I will help you. Let me know when you have finished.

[While the participant is filling out the form, observe them without disturbing them. Don't teach them how to use the form!]

[When they have finished, give them the post-study questionnaire.]

Please answer this questionnaire. When you are finished I will ask you a few questions.

1. Please step me through what you did on the form. Let's just go through it from where you started and tell me about any questions, doubts, or confusion you remember having along the way.

   Ask participants follow-up questions based on behavior they exhibited, hesitations, or the questionnaire (any "strongly disagree" answers).

   Try to keep questions open-ended. For example, if the participant missed a section or didn't fill out the form according to your instructions, go to that place in the form and say, "Tell me more about what you did on the form here and why."

   or

   "I see you said that you strongly disagree that you feel confident using this form. Tell me about that."

2. How is the type size for you?

3. Is there a particular place on the page your eye was drawn to when the form was given to you?

4. How did using this form compare with other forms you've filled out, even the current registration form if you are registered and remember using it to register to vote?

5. What help do you think that other people might need in using this form?

Information about the Study

The purpose of this evaluation was to get your feedback on the effectiveness and usability of the Washington State Voter Registration Form. You were asked to register on a preliminary version of the form. You were then asked questions about the usefulness and usability of the form in a satisfaction questionnaire.

Usability specialists collect this kind of feedback from representative users in real-world environments to help ensure that the final product will be effective and usable for the intended users. Including user experience testing of forms significantly improves the quality of the products. If you have further questions, please contact the evaluator identified below. For further information about usability testing, you may read the references cited below.

References

American Institute of Graphic Arts / Design for Democracy:
http://www.aiga.org/content.cfm/design-for-democracy

U.S. Department of Health and Human Services: Usability, http://www.usability.gov

Rubin, J. and Chisnell, D. (2008). Handbook of Usability Testing. Indianapolis: Wiley Publishing, Inc.

Washington State Elections & Voting: www.vote.wa.gov

Assurance of Privacy

No records of your participation in this research will be disclosed to others. Your data will be pooled with data from other research participants and only summary results will be made public. Your name will not be revealed in any document resulting from this research.

Moderator Contact Information

Randy Newton, rnewton@secstate.wa.gov, (360) 725-5784

Jenny Greeve, jgreeve@secstate.wa.gov, (360) 725-5773

Thanks and Credit

Thank you for providing valuable information that will help improve the Voter Registration Form.