
DoE IG Usability Report

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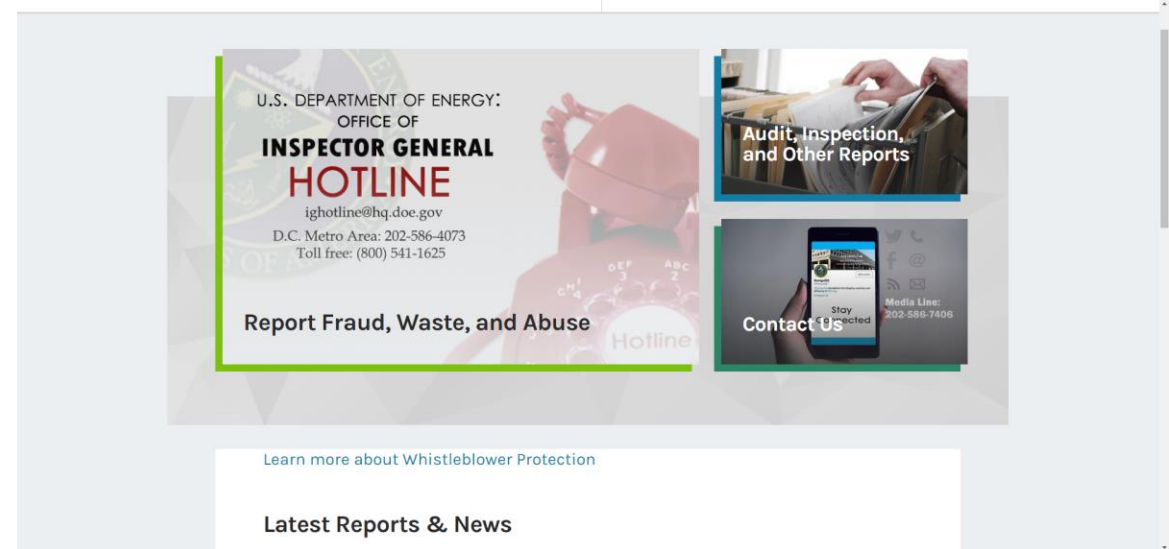
Summary and Introduction

Let jump in!

Summary

This report will go over the finding of an unmoderated think-aloud protocol testing of the Department of Energy office of Inspector General. Through individual testing, the think-aloud protocol was given to discover what test participants initial feelings and thoughts when browsing the DoE IG home page. The DoE IG home page has a variety of quick links that allows user to snap to their purpose on the website. The testing shows that at initial glance the test participants can discern where to go and the purpose of the website. However, even though test participants can navigate the website easily, all participants gave similar negative feelings when discussing the presentation of the home page. It was commonly noted that the website looked " Cheap, Boring, and Old". This made test participants uninterested in the home page which provided for very mundane think-aloud since participants felt as if there wasn't much to "describe/talk" about. It is our recommendation to maintain the links that are currently on the home page but to revamp the site to allow for a more modern approach to users who are actively on the home page.

Introduction



The purpose of testing the DoE IG website is to assess how elements are being perceived when accessed by a user. An unmoderated talk-aloud protocol was performed to address a few concerns. The DoE IG website does a great job providing you the links and information to contact representatives when directly entering the page. It allows users to skip navigation and hop straight to their desired location. Although, from the perspective of participants, the visuals, empty space, and lack of color make the website feel barren. While there seems to be little to do on the site in terms of its uses, the simplicity of the website is unattractive. The recommendation for this website would fill in the empty white spaces on the side, allow for a consistent color scheme that flows through the page, and create more attractive personable links for user interaction.

Methodology



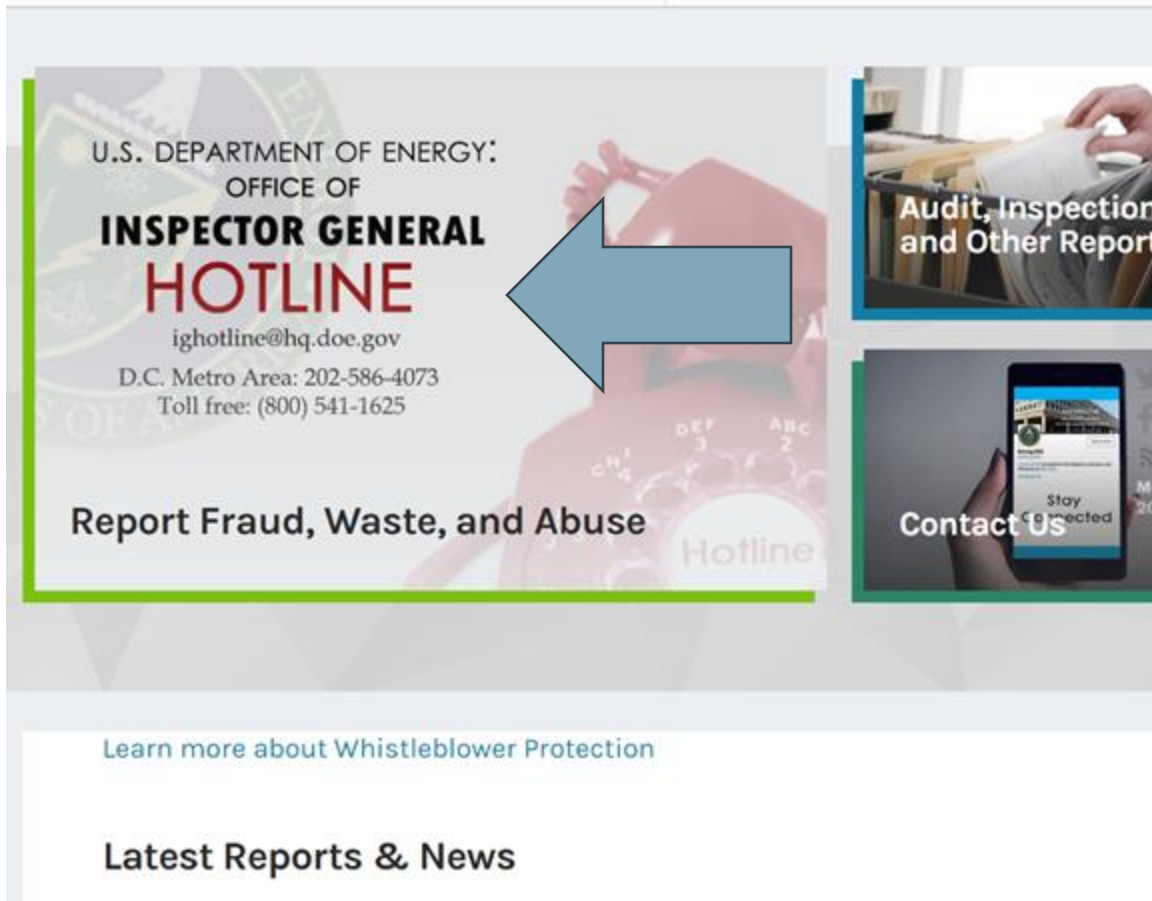
The unmoderated think-aloud protocol will allow users to share their experience while navigating a website in real time. The test participants will navigate the desktop version of the DoE IG website by using prompts created by the facilitator. This testing allows for participants to share user insights that may not be otherwise generated by other evaluations.

We have tested two individuals to answer questions in the think-aloud over the home webpage. Then tested two other individuals to choose from a list of words to describe their initial thoughts on the home webpage.

Findings

Let's get started!

Home page tour



The unmoderated protocol yielded participants that, during their initial commentary of the page, were able to answer the questions proceeding. The below answers are highlighted in bold.

"Whose site do you think it is? "

The us department of energy/ Office of the Inspector General

"What would you do on this site?"

Report Fraud, Waste and Abuse

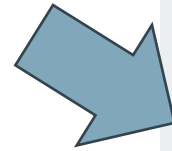
"What is the purpose of the site?"

To report Fraud, Waste and abuse/ Search for reports and contact the DoE

These questions were answered seamlessly through the obvious initial banner on the front of the page.

The usability of this website isn't the issue in question amongst test participants. However, the design was the most ridiculed and commented the most on.

Product Reaction Statements



Unequivocally when given a list of words to describe the webpage all test participants answered with the same three words.

Boring, Cheap and Old

A particular participant went into further detail pointing out that the white space on the sides and the different shades of color made it seem as if this was an illegitimate website. Saying "It looks **Fake**" to elaborate his point that the website is very "Government esque" and "underwhelming" to look at.

Conclusion

The Department of Energy office of Inspector General website was tested in order to expose the outdated web design. Test participants immediately had little positives to say about the design of the web page besides its simplicity in finding the obvious. Participants choose common words to describe how they felt when using the homepage of the DoE IG. It comes with recommendation that the design of the webpage be brought to a more modern, upbeat aesthetic, that allows users to enjoy the website. By doing this, it allows for a more friendly user experience and breaks down the stereotype that it is another government website.

Thank Y'all!!

The following slide are the appendix.

Appendix 2

Participant is a white male who is 21 years of age, living in Austin, Texas. This individual was interviewed for the home webpage. This is the exact conversation had when interviewed.

What strikes you about it?

Participant — 10/09/2023 3:00 PM

What strikes me about the website is that it's very simple and straight forward and easy to navigate while maintaining a clean and professional look.

Facilitator — 10/09/2023 3:00 PM

Whose site do you think it is?

Participant — 10/09/2023 3:01 PM

Teri L. Donaldson

Facilitator — 10/09/2023 3:01 PM

What would you do on this site?

Participant — 10/09/2023 3:02 PM

Looks for updates regarding power or energy concerns, or reach out to the inspector general with any specific questions or concerns.

Facilitator — 10/09/2023 3:02 PM

What is the purpose of the site?

Participant— 10/09/2023 3:04 PM

The purpose of the site appears to be provide updates about energy while also providing contact info regarding any inspections or audits, or general questions and concerns.

Facilitator — 10/09/2023 3:04 PM

Just look around a little and talk about what you think about the site.

Participant — 10/09/2023 3:09 PM

I like how clean and professional the site looks, it looks very easy to navigate and find exactly what I came to the site in search of. It looks to be a government official website that provides information reliably and clearly without being confused on what I would be looking for. I also like the layout and design choices and color choices of the layout because it maintains the simplistic and clean look while also giving the connection that it's a website regarding an energy department. I like the available links at the bottom to navigate to different sections at the bottom while also containing contact info for any questions or concerns.

Appendix 3

Participant is a Hispanic woman who is 24 years of age living in Dallas, Texas. This individual was interviewed for the home webpage. This is the exact conversation had when interviewed.

Facilitator — 10/09/2023

Whose site do you think it is?

Participant — 10/09/2023 2:34 PM

This is a government website for the office of inspector general hotline.

Facilitator — 10/09/2023 2:34 PM

What would you do on this site?

Participant — 10/09/2023 2:35 PM

Report fraud, waste and abuse

Be able to check other accounts of energy waste.

Not sure what kind of energy.

Facilitator — 10/09/2023 2:36 PM

What is the purpose of the site?

Participant — 10/09/2023 2:37 PM

The purpose of the site is for the general public to have a connection to the inspector general office to report energy abuse.
direct connection/ communication

Facilitator — 10/09/2023 2:38 PM

Just look around a little and talk about what you think about the site.

Participant — 10/09/2023 2:39 PM

It looks a bit empty, you would have to already know what you're looking for when you get on the site, without context it doesn't give you much insight based on the available reports.

There is a big call out to reach out to the hotline/ communication is the center focus but it lacks examples.

Also with the meet our leadership team, a picture would be helpful since assuming this is a known government official people could put a face to the name of who they're reaching out to.

Appendix

4

Participant is a Hispanic woman who is 26 years of age living in Dallas, Texas. This individual was interviewed for the home webpage. This is the exact conversation had when interviewed.

Facilitator — 10/09/2023

What strikes you about it?

Participant — 10/09/2023

The phone and the hotline stood out.

Facilitator — 10/09/2023

Whose site do you think it is?

Participant — 10/09/2023

The US department of energy.

Facilitator — 10/09/2023

What would you do on this site?

Participant — 10/09/2023

Report fraud waste and abuse.

Facilitator — 10/09/2023

What is the purpose of the site?

Participant — 10/09/2023

To look at reports and too look at fraud waste and contact the department for services.

Facilitator — 10/09/2023

Just look around a little and talk about what you think about the site.

Participant — 10/09/2023

Seems very straight forward but the background is white so a lot of empty space but a very straightforward website.

Appendix 5

Participant is a Hispanic man who is 25 years of age living in Dallas, Texas. This individual was interviewed for the home webpage. This is the exact conversation had when interviewed.

Facilitator — 10/09/2023

What strikes you about it?

Participant — 10/09/2023

The green accents around the quick links. Empty space on the sides are weird.

Fonts on the top are very small.

Facilitator — 10/09/2023

Whose site do you think it is?

Participant — 10/09/2023

The office of the inspector general.

Facilitator — 10/09/2023

What would you do on this site?

Participant — 10/09/2023

Report fraud waste and abuse.

Facilitator — 10/09/2023

What is the purpose of the site?

Participant — 10/09/2023

Information about the inspector general office, things to report to the office in general.

information about the office of the inspector general.

Facilitator — 10/09/2023

Just look around a little and talk about what you think about the site

Participant — 10/09/2023

It looks fake.

The layout of the website is fake looking and seems unreal/underwhelming because of the lack of images, is very government esque
