# King County

## Senior Property Tax Exemption Form

**Usability Study Results by:**
Victor Allen, Colleen McDevitt, Kevin Philbin, & Cyndi Thompson

**26,000+** **eligible seniors**

in King County

**Only 1% of eligible seniors are enrolled**

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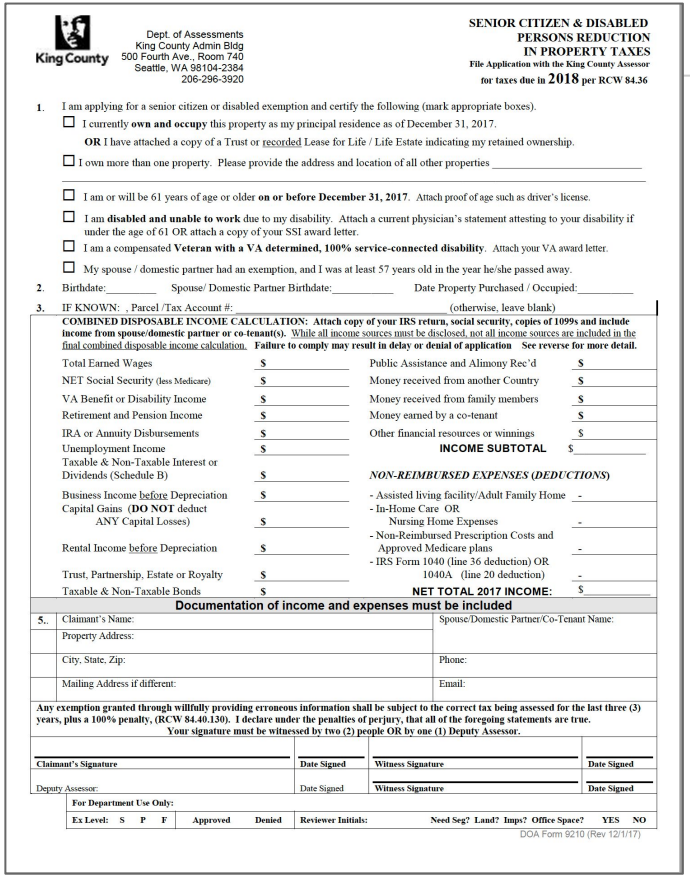
# Project Overview

Context & Project Goals

# Project Origins

***The King County Assessor's office was looking to:***

- Digitize their property tax exemption form
- Let low-income senior residents apply for an exemption on their property tax
- Create a proof-of-concept for how this form might work



King County

Dept. of Assessments
King County Admin Bldg
500 Fourth Ave., Room 740
Seattle, WA 98104-2384
206-296-3920

**SENIOR CITIZEN & DISABLED PERSONS REDUCTION IN PROPERTY TAXES**
File Application with the King County Assessor
for taxes due in **2018** per RCW 84.36

1. I am applying for a senior citizen or disabled exemption and certify the following (mark appropriate boxes).
   - ☐ I currently **own and occupy** this property as my principal residence as of December 31, 2017.
     **OR** I have attached a copy of a Trust or recorded Lease for Life / Life Estate indicating my retained ownership.
   - ☐ I own more than one property. Please provide the address and location of all other properties _____
   - ☐ I am or will be 61 years of age or older **on or before December 31, 2017**. Attach proof of age such as driver's license.
   - ☐ I am **disabled and unable to work** due to my disability. Attach a current physician's statement attesting to your disability if under the age of 61 OR attach a copy of your SSI award letter.
   - ☐ I am a compensated **Veteran with a VA determined, 100% service-connected disability**. Attach your VA award letter.
   - ☐ My spouse / domestic partner had an exemption, and I was at least 57 years old in the year he/she passed away.
2. Birthdate:_____ Spouse/ Domestic Partner Birthdate:_____ Date Property Purchased / Occupied:_____
3. IF KNOWN: , Parcel /Tax Account #: _____ (otherwise, leave blank)

**COMBINED DISPOSABLE INCOME CALCULATION: Attach copy of your IRS return, social security, copies of 1099s and include income from spouse/domestic partner or co-tenant(s).** While all income sources must be disclosed, not all income sources are included in the final combined disposable income calculation. **Failure to comply may result in delay or denial of application See reverse for more detail.**

| | | | |
|---|---|---|---|
| Total Earned Wages | $ | Public Assistance and Alimony Rec'd | $ |
| NET Social Security (less Medicare) | $ | Money received from another Country | $ |
| VA Benefit or Disability Income | $ | Money received from family members | $ |
| Retirement and Pension Income | $ | Money earned by a co-tenant | $ |
| IRA or Annuity Disbursements | $ | Other financial resources or winnings | $ |
| Unemployment Income | $ | **INCOME SUBTOTAL** | $ |
| Taxable & Non-Taxable Interest or Dividends (Schedule B) | $ | ***NON-REIMBURSED EXPENSES (DEDUCTIONS)*** | |
| Business Income before Depreciation | $ | - Assisted living facility/Adult Family Home | - |
| Capital Gains (**DO NOT** deduct ANY Capital Losses) | $ | - In-Home Care OR Nursing Home Expenses | - |
| Rental Income before Depreciation | $ | - Non-Reimbursed Prescription Costs and Approved Medicare plans | - |
| Trust, Partnership, Estate or Royalty | $ | - IRS Form 1040 (line 36 deduction) OR 1040A (line 20 deduction) | - |
| Taxable & Non-Taxable Bonds | $ | **NET TOTAL 2017 INCOME:** | $ |

**Documentation of income and expenses must be included**

| | | |
|---|---|---|
| 5. | Claimant's Name: | Spouse/Domestic Partner/Co-Tenant Name: |
| | Property Address: | |
| | City, State, Zip: | Phone: |
| | Mailing Address if different: | Email: |

**Any exemption granted through willfully providing erroneous information shall be subject to the correct tax being assessed for the last three (3) years, plus a 100% penalty, (RCW 84.40.130). I declare under the penalties of perjury, that all of the foregoing statements are true. Your signature must be witnessed by two (2) people OR by one (1) Deputy Assessor.**

| | | | |
|---|---|---|---|
| **Claimant's Signature** | **Date Signed** | **Witness Signature** | **Date Signed** |
| Deputy Assessor: | Date Signed | **Witness Signature** | **Date Signed** |

**For Department Use Only:**

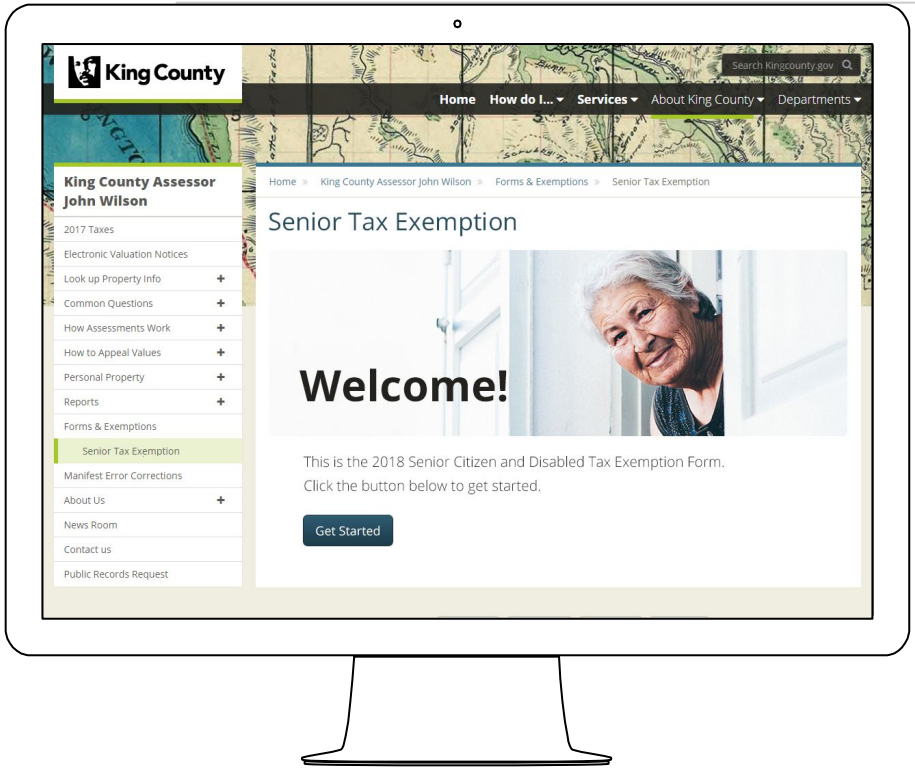
| | | | |
|---|---|---|---|
| **Ex Level: S P F** | **Approved Denied** | **Reviewer Initials:** | **Need Seg? Land? Imps? Office Space? YES NO** |

DOA Form 9210 (Rev 12/1/17)

***Current Form***

# The Demo Form

- The forms was designed to fit inside the larger King County site
- They enter information like their parcel number, birthdate, marital status, and income
- They must upload documentation or mail it in later



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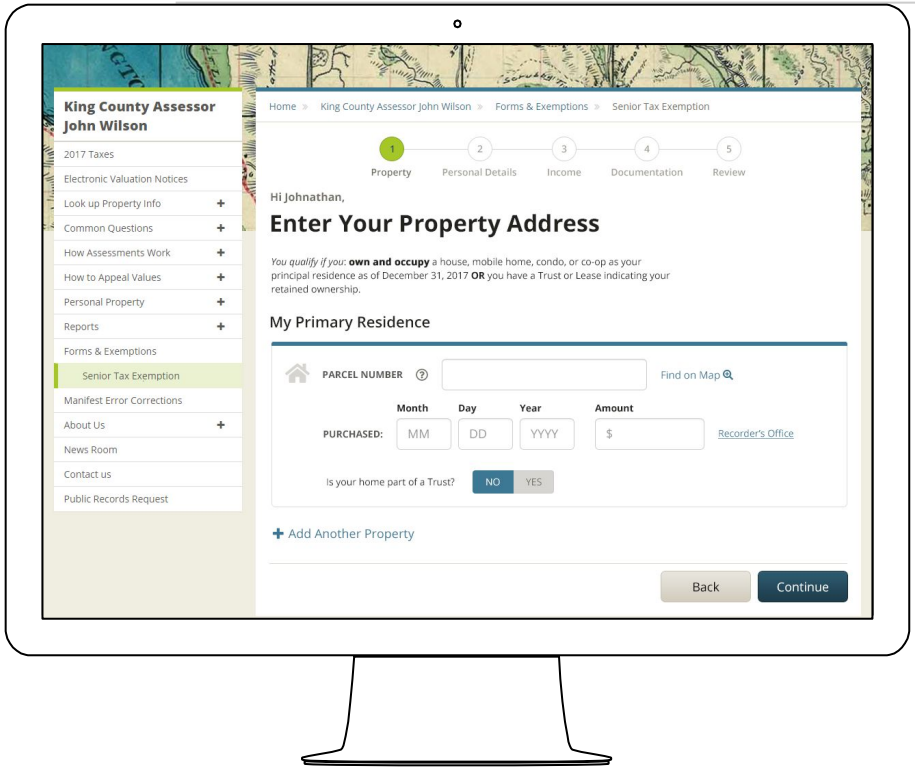

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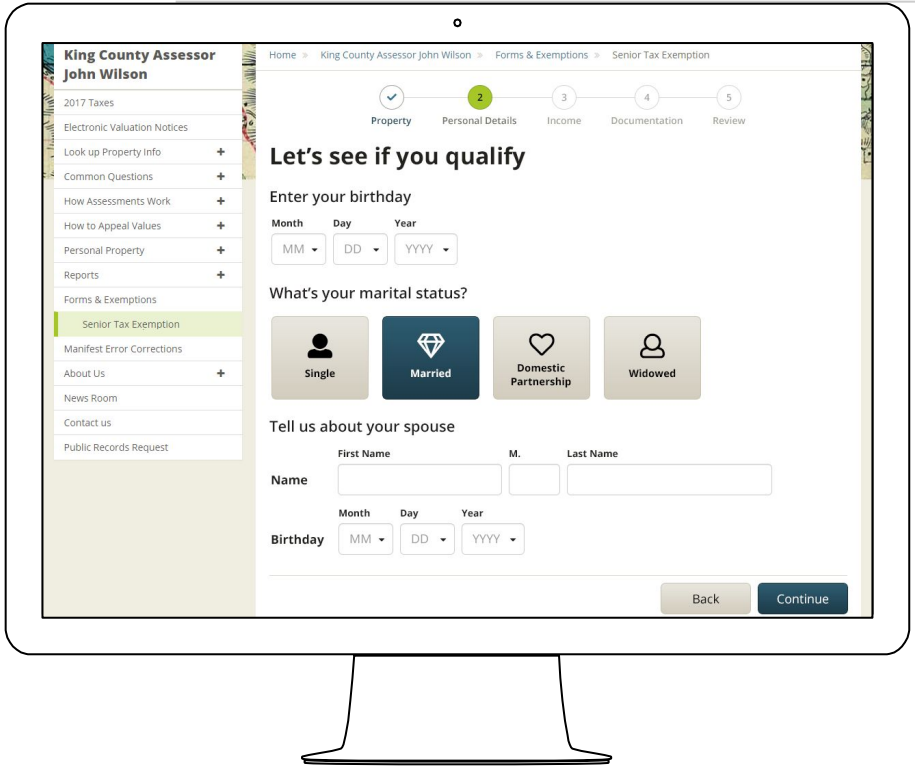

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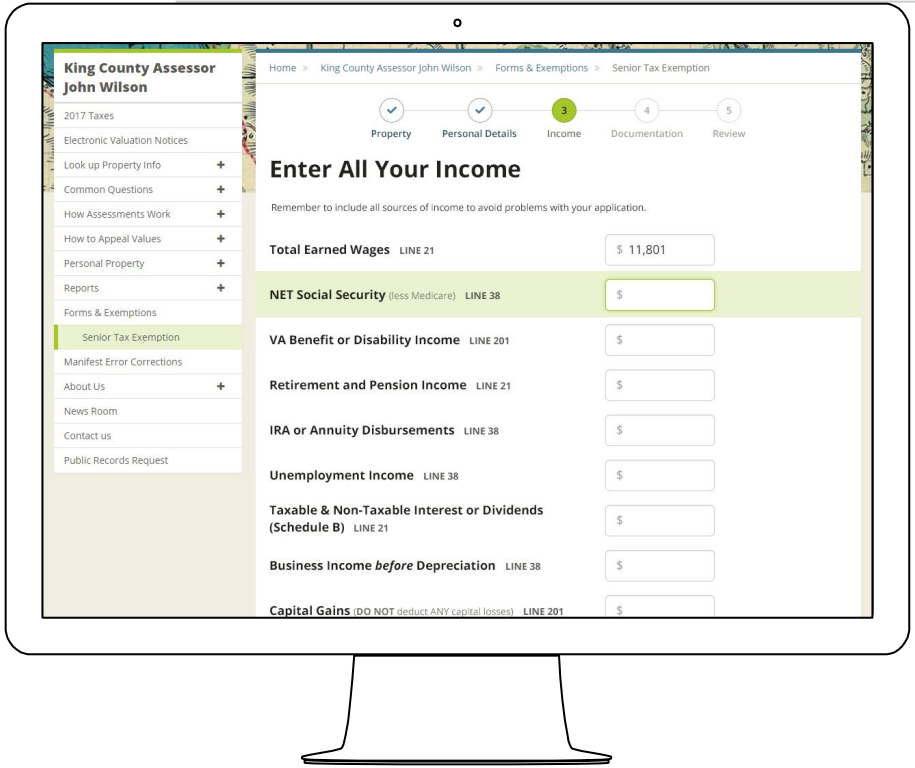

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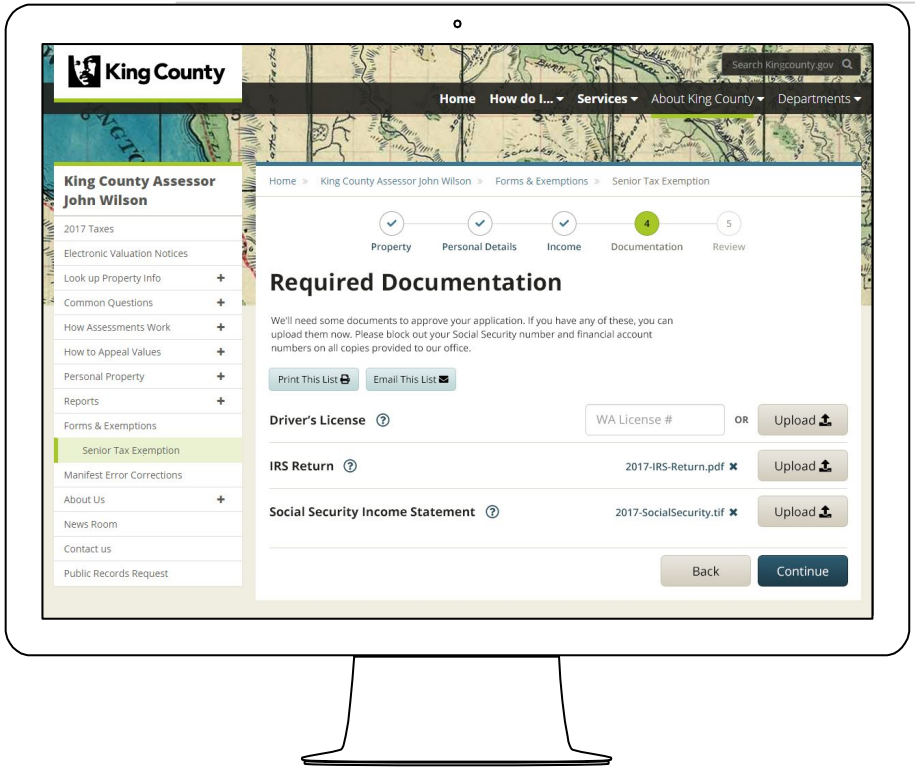

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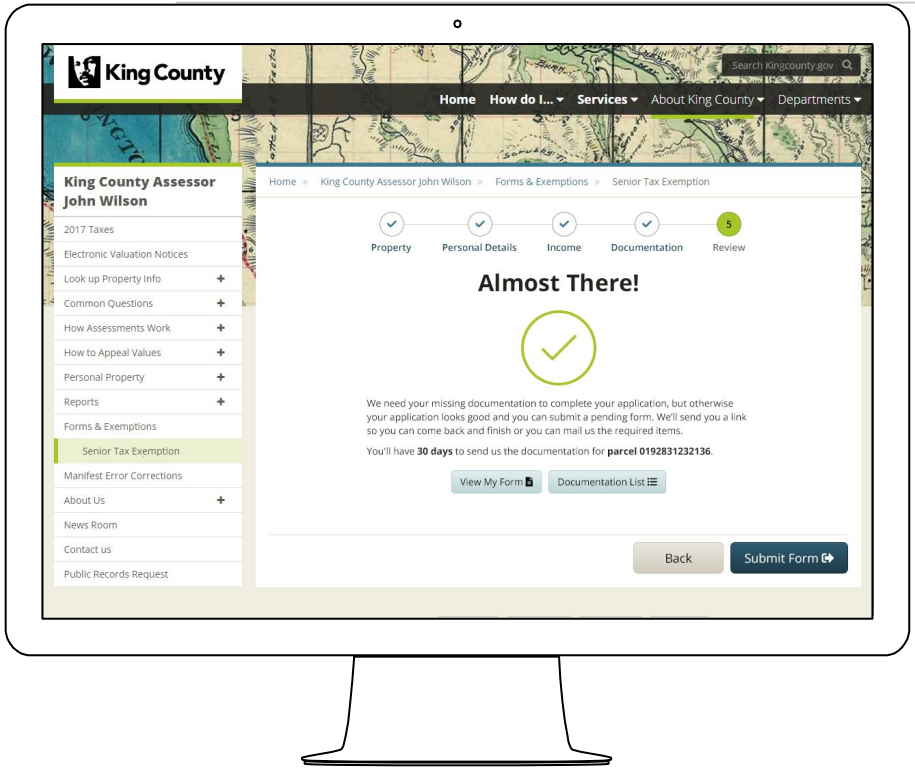

# Project Goals

***The King County Assessor's office sought to meet two primary goals:****

**Maximize** the number of successful applications by qualifying users

**Minimize** the applications submitted and time spent by non-qualifying users

** Developed by our team based on assumptions of client goals*

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# Study & Findings

What we did & what we learned

# Participants

P1

P2

P3

P4

P5

- Five seniors
- Ages 59 – 77
- King County residents
- Homeowners & renters
- Varying digital literacy & comfort with technology

# Executive Summary

***A number of critical, but solvable issues were found***
Participants were receptive to an online application, but unable to overcome critical problems.

| Severity Rating | Key Issues | Principle Recommendations |
|---|---|---|
| Critical | No participant successfully completed the application from issues uploading documents | Provide clear instructions for how to complete by mail or online |
| Critical | Participants didn't know if they qualify, during or after completing application | Start with a pre-qualification test |
| Serious | Unstated document requirements drove abandonment | Provide requirements up front and estimated time to complete |

# No participants successfully completed the application

## They could not or would not upload required documents

- **4 of 5** participants would **not** have had digital documentation
- **3 of 5** participants could **not** scan documents for uploading
- **3 of 5** participants would **choose not** upload documents
- **2 of 5** participants were comfortable with photographing documents

"*When I was at Social Security* ***this is what killed me****, right here.*"
"***I don't even know how to upload*** *anything, you know?*"

**P3**

"*How would I upload it?*
***I wouldn't know.***"

**P1**

"*It was* ***a struggle to upload*** *things. My gut reaction is to put it in the mail.*"

**P4**

"*I'm worried about my info.*
***What did I just do?***"

**P2**

## No participants successfully completed the application

They could not or would not upload required documents

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### They could not or would not upload required documents

**Recommendations**

- Provide alternate methods for submitting the application and required documentation, particularly via regular mail
- Generate a printable version of completed application that is suitable for mailing
- Provide explicit privacy and security information regarding information handling
- Allow users to photograph documents and submit images via their phones
- Provide additional help or references to services for users to scan documents

## **Participants do not know if they qualify**, during or after completing the application

- **5 of 5** participants were **unable** to determine if they qualify
- There are **three opportunities** to qualify users (parcel, age and income):
  - **0 of 3** provide explicit feedback to users regarding qualification
  - **2 of 3** provide feedback as validation errors
  - **1 of 3** allows users to continue even if they do not qualify

"*I still don't know if I qualify. I'd be* ***banging my head!***"

**P2**

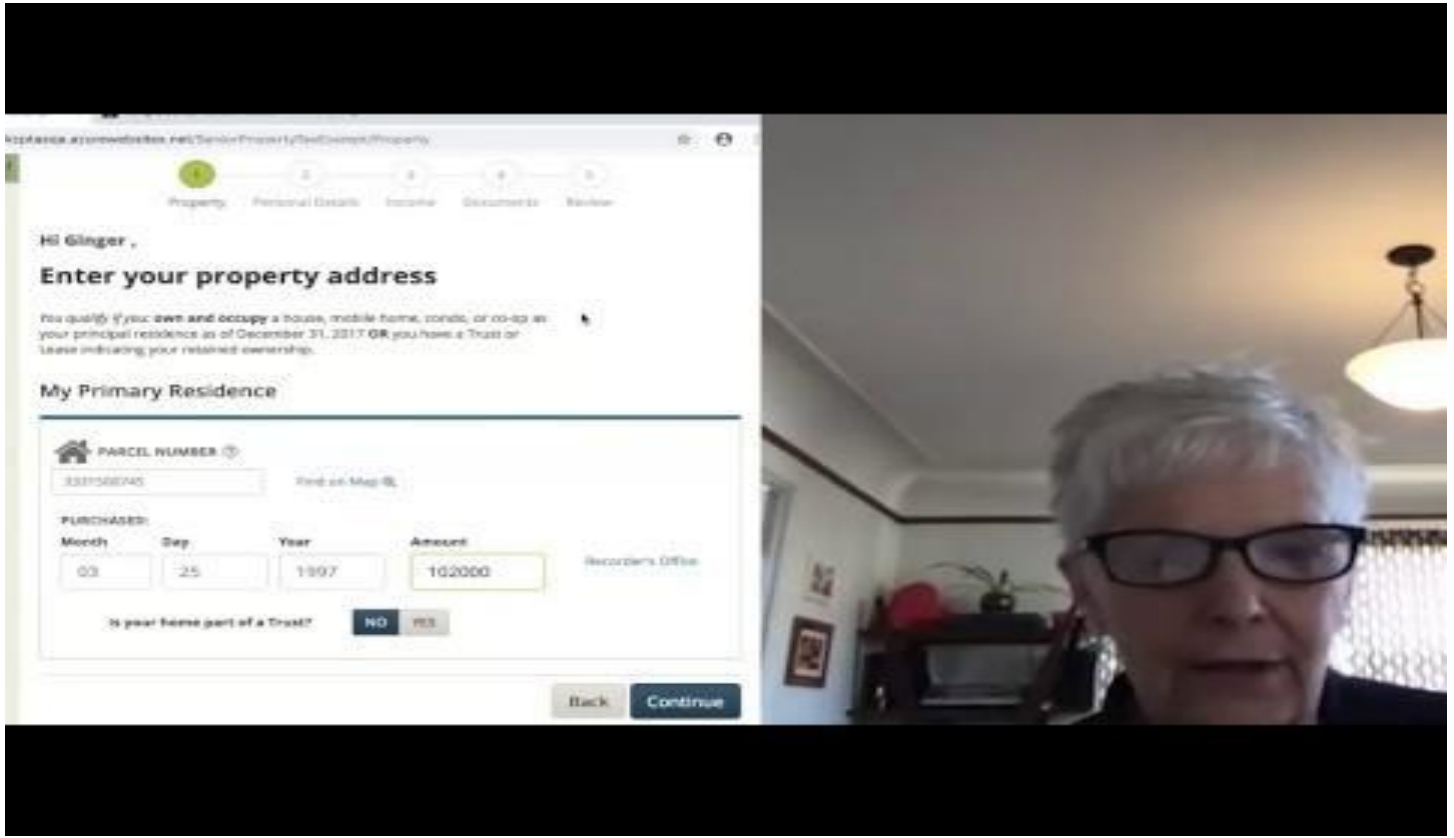
"*It said I qualify, now it says I don't!*"
"*All of a sudden,* ***I don't know anymore.***"

**P4**

"***Zero personal info until I qualify.***
*That's how I think it should be done.*"

**P5**

# **Participants do not know if they qualify**, during or after completing the application



## **Participants do not know if they qualify**, during or after completing the application

### Recommendations

- Allow users to pre-qualify before beginning the application
- Describe qualification requirements at start
- Stop application process and provide obvious feedback if user submits correct, but disqualifying information
- Reduce ambiguity of instructions related to qualifying information
- Notify seniors by mail if they might qualify. Possibly as part of their property value assessment postcard

# Unstated document requirements surprised participants and drove abandonment of the application

- 3 of 5 participants said they would have abandoned the application before reaching the documentation section
- 2 of 5 participants were unpleasantly surprised by requests for sensitive information while completing the application
- 4 of 5 participants requested that information requirements be provided at the start

*"**I'd read that and say 'no'** I'd email this about income sources that aren't calculated in form"*
***"I'd stop right here"***

P2

*"Little things are enough to rock my world... **how long is this going to take?**"*

P1

# Unstated document requirements surprised participants and drove abandonment of the application

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## Recommendations

- Describe qualification requirements at start
- Provide a list of required information and documents up-front, so that users can gather the information they need
- Provide an estimate of the time required to complete the application
- Provide detailed instructions and help documents
- Increase prominence and clarity of save and resume instructions

# Other Findings

- Integer fields caused confusion when entering dates
- Small confusion/concerns compounded into frustration and form abandonment
- Some labeling was not clear enough, such as using “M” for Middle Initial
- Some of the error messages added additional stress or confusion
- Critical text was too small to read
- Participants had concerns over privacy when asked for tax docs
- Confusion on file format, or whether doc needed to be originals
- Some of the income fields listed line numbers matching the 1040 while others didn’t and this caused confusion

## Successes

***Despite some critical issues, the proof-of-concept was successful in demonstrating the value of an online application to the program***

- **3 of 5** participants **would use** an online tool to apply
- **2 of 5** participants would use an online tool to **pre-qualify** before submitting their application by mail
- **3 of 5** participants **would recommend** this application to friends

***"It's visually nice, I like looking at it.*** *It's nice to see they have an old person who doesn't look like the youngest possible old person."*

**P4**

*"The web form is good, but* ***communication needs work.***"

**P2**

*"Kudos to the designer"*

**P5**

3

# Retrospective

Lessons & Reflections

# Lessons for Next Time

***Were we to repeat this study, here is what we would do differently:***

- Work with the Assessors office to recruit two groups of participants: current exemption enrollees, and eligible seniors that are not enrolled
- Improve the post-task questions, the easy-to-difficult scale may have seemed too judgemental
- Add a post-session card-sorting of screens to assess order preference
- Provide moderator tools to help participants focus on their own subjective experience
- Maintain tighter, better documented procedures for note-taking

# Closing Thoughts: Assumptions vs Reality

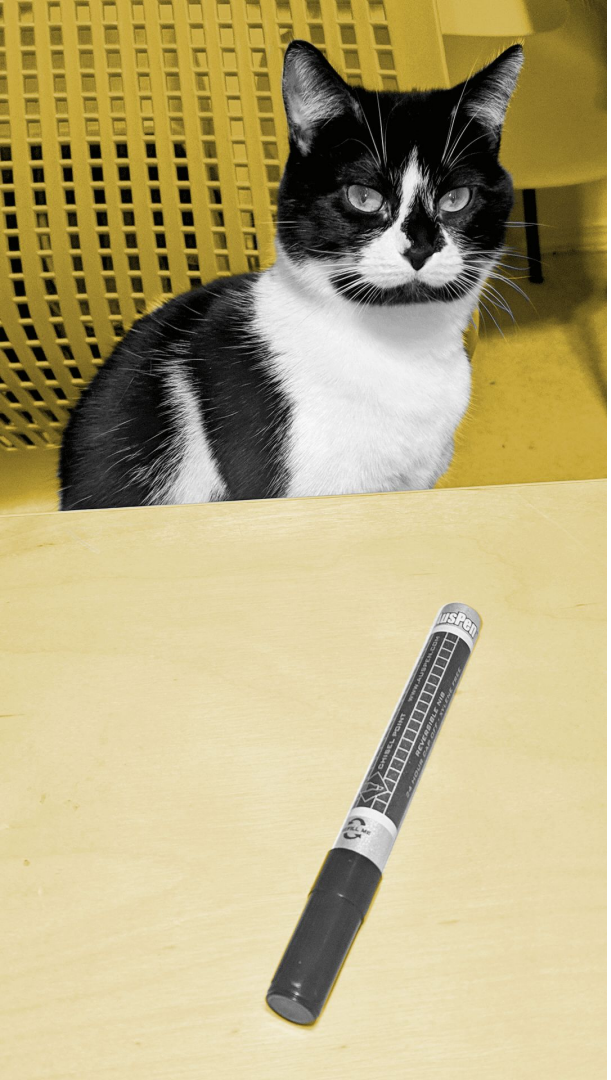
***Our participants surprised us in multiple ways, reinforcing the importance of awareness of our own assumptions and biases***

## What we thought

- Seniors primarily access the internet via desktop and they have access to broadband internet access
- Seniors are not experienced with web forms and web applications
- Seniors will need additional assistance with income forms

## What we observed

- Most participants used phones for day-to-day access, via cellular networks
- A couple of our participants were very family with tech, but overall were familiar with this kind of web application
- Some participants were very well informed about income tax forms



# Thanks!

*Any questions?*

A

# Appendix

Additional Details

# Testing Environment & Procedures

Each session was conducted at a teammate's home, using a provided laptop, and seated at a desk to emulate an in-home user session. A moderator and note-taker were present and seated to either side of the participant.

Observers were present in an adjacent room, and were able to view the session via Zoom screen sharing. The participant was introduced to everyone conducting the study and was aware of the physical set-up of the session.

Participants tested the web form individually, each performing six tasks. They were supplied information to input into the application to avoid the need to supply their own sensitive tax information. To make the best use of time, all information supplied was qualifying information, allowing participants to successfully complete the application. Non-qualifying paths were tested heuristically, or derived from the results of the qualifying path.

Each participant was asked to answer a pre-study questionnaire, followed by testing the proof-of-concept on a laptop. Data was collected about participant performance (error and success rates on each task, and notes for complications such as confusion or system errors). Participants were instructed to use a Think Aloud Protocol. After each task, the same three post-task questions were asked, to gauge changes in experience or perception through the tasks in the application. Participants filled out a post-session survey and provided answers to moderator follow-up questions.*

** Participant 1 followed a pilot protocol and their post-session survey was discarded as incompatible with the other sessions*

# Participant Profiles

P1

P2

P3

P4

P5

| | | | | | |
|---|---|---|---|---|---|
| Age | 61 | 59 | 66 | 77 | 63 |
| Occupation | Former restaurant owner | IT Administrator for NW non-profit | Maintenance Supervisor | Retired Clinical Nutritionist | Business Analyst (aerospace & travel) |
| Web Access | Smart phone | Smart phone | Laptop | Desktop, no device | Device, Library |
| Web usage | Email, videos (YouTube), search | Email, research, shopping, banking | Email, shopping, work research | Online banking and bill pay | Buys everything, social media, TV |
| Tax Preparation | Prepares own taxes | Files online, uses multiple tax prep applications | Uses a tax prep service, formerly self-filed | Prepares taxes and mails paper copies | Hired a tax pro, previously self-filed for 15 years |

# Severity Ratings

| Severity Rating | Meaning |
| --- | --- |
| Critical | Participants were unable to complete a critical task or were able to complete a critical task they were not eligible to complete |
| Serious | Participants were able to eventually complete tasks, but with complications or frustrations that had to be overcome. |
| Minor | Participants were able to complete tasks, but with a minor nuisance or delay |

# Summary of Collected Data

| | P1 | | | | P2 | | | | P3 | | | | P4 | | | | P5 | | | | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Task 1: Getting to Know You screen | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Field: first name | 1 | | | | 1 | | | | 1 | 1 | 1 | | 1 | | | | 1 | | | | 1 | 1 | 3 | 1 | 1 |
| Field: middle initial | | | 1 | 1 | 1 | | | | 1 | 1 | 1 | | 1 | | | | 1 | 1 | | | 3 | 1 | 3 | 1 | 2 |
| Field: last name | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 |
| Field: email address | | | 1 | 1 | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 3 | 1 | 1 | 2 | 1 |
| Button: continue | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 |
| Task 2: Enter Your Property Address screen | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Text: Qualification information | | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 0 | 1 | 1 | 1 | 1 |
| Progress bar | | | | | 1 | | | | | | | | 1 | | | | | | | | 0 | 1 | 0 | 1 | 0 |
| Field: parcel number | 1 | 1 | | | 1 | 1 | | | | 1 | | 1 | 1 | | | | 1 | 1 | | | 2 | 2 | 3 | 1 | 2 |
| Field: purchased month/day/year | 1 | | 1 | | 1 | | | | 1 | 1 | 1 | | 1 | 1 | | | 1 | | | | 2 | 1 | 3 | 2 | 1 |
| Field: amount | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 |
| Field: trust toggle | 1 | | | | 1 | 1 | | | 1 | | | | 1 | | | | | | | | 1 | 2 | 1 | 1 | 0 |
| Link: find on map | 1 | | | | 1 | | | | | 1 | | 1 | 1 | | | | 1 | | | | 1 | 1 | 3 | 1 | 1 |
| Link: recorder's office | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| Task 3: Let's See if You Qualify | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Field: birthday month/day/year | 1 | | 1 | | 1 | | | | 1 | | 1 | | 1 | 1 | | | 1 | | | | 2 | 1 | 2 | 2 | 1 |
| Radio buttons:: marital status | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 1 | | | | 1 | 1 | 2 | 1 | 1 |
| Optional: Tell us about your spouse | | | | | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 0 | 1 | 1 | 2 | 1 |
| Field: name, first / m.i. / last | | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 0 | 1 | 1 | 1 | 1 |
| Field: birthday month/day/year | | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 0 | 1 | 1 | 1 | 1 |

# Summary of Collected Data

| | P1 | | | | P2 | | | | P3 | | | | P4 | | | | P5 | | | | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Task 4: Let's Check Your Income Screen | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Selection: tax form | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 |
| Text: compliance information | | | | | | 1 | | 1 | 1 | | | | | | | | 1 | | | | 0 | 3 | 1 | 0 | 1 |
| Button: continue (to next screen) | 1 | 1 | | | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 2 | 1 | 1 | 2 | 1 |
| Button: enter income start | 1 | 1 | | | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 2 | 1 | 1 | 2 | 1 |
| Fields: income fields (multiple) | 1 | | | | 1 | 1 | | | 1 | | | | 1 | 1 | | | 1 | 1 | | | 1 | 2 | 1 | 2 | 2 |
| Button: enter deductions start | 1 | | | | 1 | | 1 | | | | | | 1 | | | | 1 | | | | 1 | 2 | 0 | 1 | 1 |
| Fields: deduction fields (multiple) | 1 | | | | 1 | | | | | | | | 1 | | | | 1 | | | | 1 | 1 | 0 | 1 | 1 |
| Button: continue (to complete task) | 1 | | | | 1 | | | | 1 | | | | 1 | 1 | | | 1 | | | | 1 | 1 | 1 | 2 | 1 |
| Task 5: Required documentation screen | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Text: Document preparation | | 1 | | 1 | 1 | | 1 | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | 3 | 2 | 3 | 3 | 3 |
| Button: print this list | | | | | 1 | 1 | | | | | | | | | | | | | | | 0 | 2 | 0 | 0 | 0 |
| Button: email this list | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| Field or document: drivers license | 1 | | | | 1 | 1 | | | | 1 | | 1 | 1 | 1 | | | 1 | 1 | | | 1 | 2 | 3 | 2 | 2 |
| Document: IRS return | | | 1 | 1 | | 1 | | 1 | | 1 | | 1 | | | 1 | 1 | | 1 | | 1 | 3 | 3 | 3 | 3 | 3 |
| Document: SS income statement | | | 1 | 1 | | 1 | | 1 | | 1 | | 1 | | | 1 | 1 | | 1 | | 1 | 3 | 3 | 3 | 3 | 3 |
| Screen: incomplete document submission | 1 | 1 | | | 1 | | | | | 1 | | 1 | 1 | | | | | | 1 | 1 | 2 | 1 | 3 | 1 | 3 |
| Task 6: "Almost There" screen | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | ✓ | ? | ! | ✗ | SCORE | | | | |
| Button: view my form | | | | | 1 | | | | | | | | | | | | 1 | | 1 | | 0 | 1 | 0 | 0 | 2 |
| Button: document list | 1 | 1 | | | 1 | 1 | | | | | | | 1 | | | | 1 | | 1 | | 2 | 2 | 0 | 1 | 2 |
| Button: submit form | 1 | 1 | | | 1 | 1 | | | 1 | | | | | 1 | | 1 | 1 | | 1 | | 2 | 2 | 1 | 3 | 2 |
| Text: Suspend / resume process | | 1 | | 1 | 1 | 1 | | | | 1 | | 1 | | 1 | | 1 | | | 1 | 1 | 3 | 2 | 3 | 3 | 3 |

| | |
|---|---|
| ✓ | Success |
| ? | Issues of understanding or awareness |
| ! | Issues of capability or system error |
| ✗ | Failure |

| | |
|---|---|
| 0 | Not applicable |
| 1 | Success, no issues |
| 2 | Success, with complications |
| 3 | Failure or abandonment |

# Summary of Collected Data

| At this stage in the application, do you know if you are qualified for the exemption? | P1 | P2 | P3 | P4 | P5 | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | SCORE | | | | |
| Task 1: Getting to Know You screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Task 2: Enter Your Property Address screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Task 3: Let's See if You Qualify | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Task 4: Let's Check Your Income Screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Task 5: Required documentation screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Task 6: "Almost There" screen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

YES, I know
NO, I do not know

| On a scale of 1 to 5, where 1 is difficult and 5 is easy, how easy was this section to comp | P1 | P2 | P3 | P4 | P5 | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | SCORE | | | | |
| Task 1: Getting to Know You screen | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 5 |
| Task 2: Enter Your Property Address screen | 3 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 5 | 3 |
| Task 3: Let's See if You Qualify | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| Task 4: Let's Check Your Income Screen | 4 | 3 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 3 |
| Task 5: Required documentation screen | 1 | 1 | 1 | 1 | -5 | 1 | 1 | 1 | 1 | -5 |
| Task 6: "Almost There" screen | 3 | 1 | 1 | 5 | 2 | 3 | 1 | 1 | 5 | 2 |

5 EASY
4
3
2
1 DIFFICULT

| Findings | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|
| 4 of 5 participants would not have had digital documentation | ■ | | ■ | ■ | ■ |
| 3 of 5 participants could not scan documents for uploading | ■ | | ■ | ■ | |
| 3 of 5 participants would not upload documents | | ■ | ■ | | ■ |
| 2 of 5 participants were comfortable with photographing documents | ■ | | | ■ | |
| 5 of 5 participants were unable to determine if they qualify | ■ | ■ | ■ | ■ | ■ |
| 3 of 5 participants said they would have abandoned the application before reaching the documentation section | ■ | ■ | ■ | | |
| 2 of 5 participants were unpleasantly surprised by requests for sensitive information while completing the application | | ■ | | | ■ |
| 4 of 5 participants requested that information requirements be provided at the start | ■ | ■ | | ■ | ■ |

| Net Promoter Score | P1 | P2 | P3 | P4 | P5 | P1 | P2 | P3 | P4 | P5 |
|---|---|---|---|---|---|---|---|---|---|---|
| | RESPONSE | | | | | SCORE | | | | |
| How likely is it that you would recommend this website to a friend or colleague? | | 10 | 5 | 8 | 0 | | 10 | 5 | 8 | 0 |
| **Post-Session Survey** | RESPONSE | | | | | SCORE | | | | |
| I would prefer using this website over a paper form to submit my application. | | 5 | 3 | 4 | 1 | | 5 | 3 | 4 | 1 |
| I found the website unnecessarily complex. | | 3 | 2 | 1 | 5 | | 3 | 4 | 5 | 1 |
| I thought the website was easy to use. | | 4 | 2 | 4 | 3 | | 4 | 2 | 4 | 3 |
| I think that I would need the support of a technical person to be able to use this website. | | 1 | 4 | 2 | 1 | | 5 | 2 | 4 | 5 |
| I would imagine that most people would learn to use this website very quickly. | | 2 | 5 | 4 | 2 | | 2 | 5 | 4 | 2 |
| I found the website very cumbersome to use. | | 1 | 4 | 2 | 2 | | 5 | 2 | 4 | 4 |
| I felt very confident using the website. | | 2 | 2 | 4 | 1 | | 2 | 2 | 4 | 1 |
| I needed to learn a lot of things before I could get going with this website. | | 2 | 4 | 2 | 1 | | 4 | 2 | 4 | 5 |
| I could clearly tell what step I was in in the process of filling out the form. | | 5 | 2 | 5 | 5 | | 5 | 2 | 5 | 5 |

5 Strongly positive
4 Positive
3 Neutral
2 Negative
1 Strongly negative