

Title of research Date

Key:

Critical issue: Participant stops all-together because they cannot continue online, would switch to using paper or would no longer use citizenship application.

Major issue: Unable to complete application in one channel as participant would seek help from DIA and contact us to resolve the issue, or user gave the wrong data, or user extremely frustrated with issue.

Moderate issue: Participant able to resolve (themselves) with moderate effort or moderate frustration.

Minor issue: Cosmetic issue/reference and/or easily resolved by participant.

Positive feedback: User completed action correctly, gave positive feedback.

Technical fault / defect

Recommendation

Participant converted to paper application Get in touch with our Contact Centre # Azure Dev Ops reference

What is usability testing?

- Usability testing is a technique to evaluate a product by testing it with users.
- The best results from usability testing come from testing with 5 users every round (reference: [Nielsen](#)).

Context of this testing:

- Number of participants:
- Regions of NZ tested:
- Digital literacy in participants:
- Age range:
- Workframes or Test environment:
- Parts of the digital experience covered:
- Link to original testing plan:
- Scenarios used / tasks given:



- Recommendation:
- Recommendation:
- Recommendation:

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