



# Idaho Department of Parks & Recreation Website User Testing Results



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# Introduction

Idaho Department of Parks and Recreation (IDPR) is planning to launch a new website in 2020.

Access Idaho conducted remote usability tests and recorded each test. The user's path on the website was recorded as well as what they said. Each testing session captured each participant's navigational choices, task completion rates, comments, and feedback.

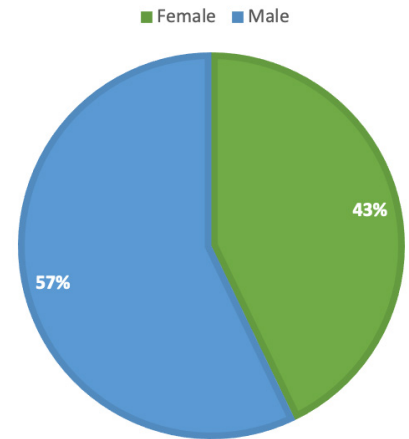
All tests were conducted on a computer, no mobile phones or tablets were used for this test.

**Round 1:** 14 individuals completed the test. 6 women and 8 men. 12 were volunteers that IDPR identified, 2 were volunteers from Access Idaho.

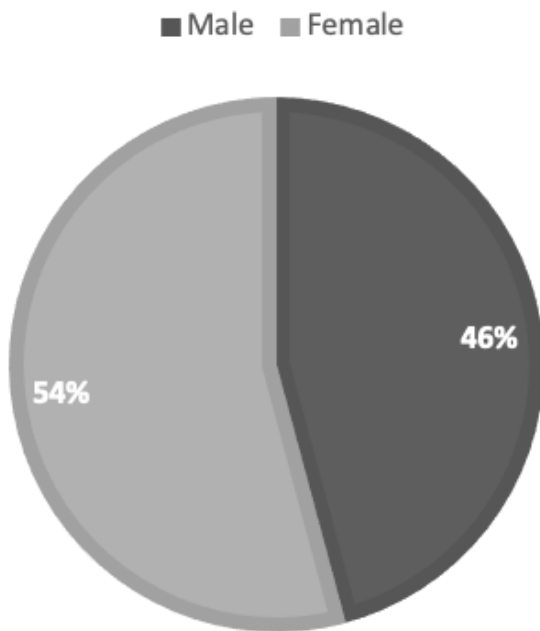
**Round 2:** 10 individuals completed the test. 7 women and 3 men. 6 were volunteers that IDPR identified, 4 were volunteers from Access Idaho.

**Combined:** 24 individuals completed the test, 13 women and 11 men. 18 were volunteers IDPR identified, 8 were Access Idaho volunteers.

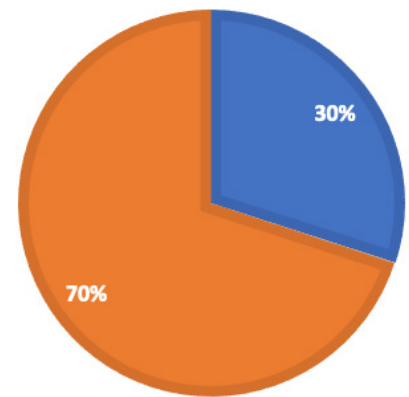
**Round 1**  
PARTICIPANTS



**TOTAL PARTICIPANTS**



**Round 2**  
PARTICIPANTS

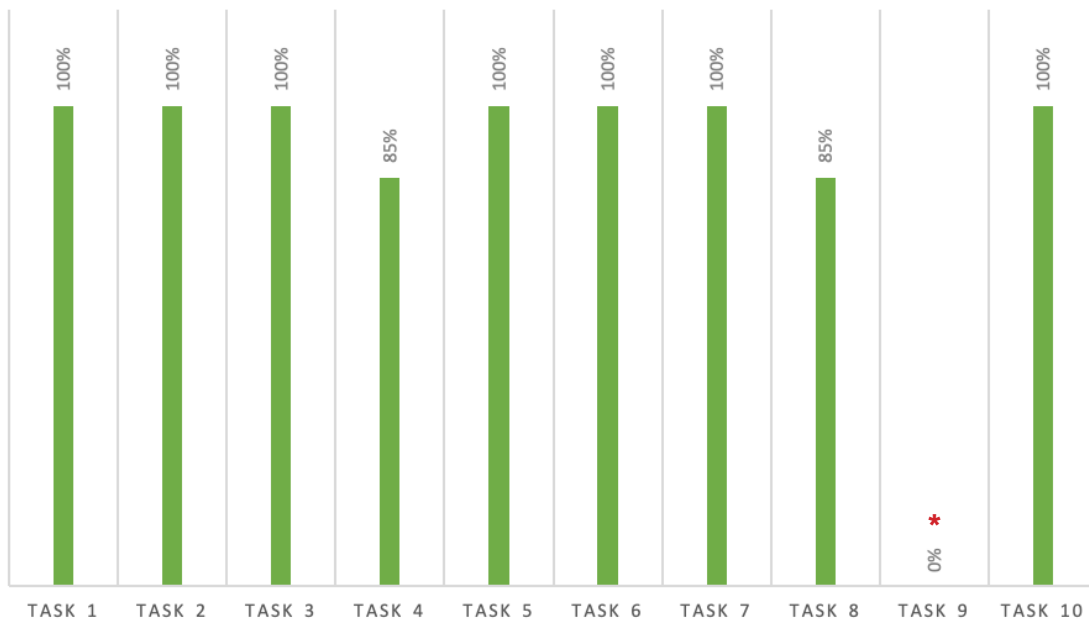


# Tasks

All participants were given the following tasks to complete.

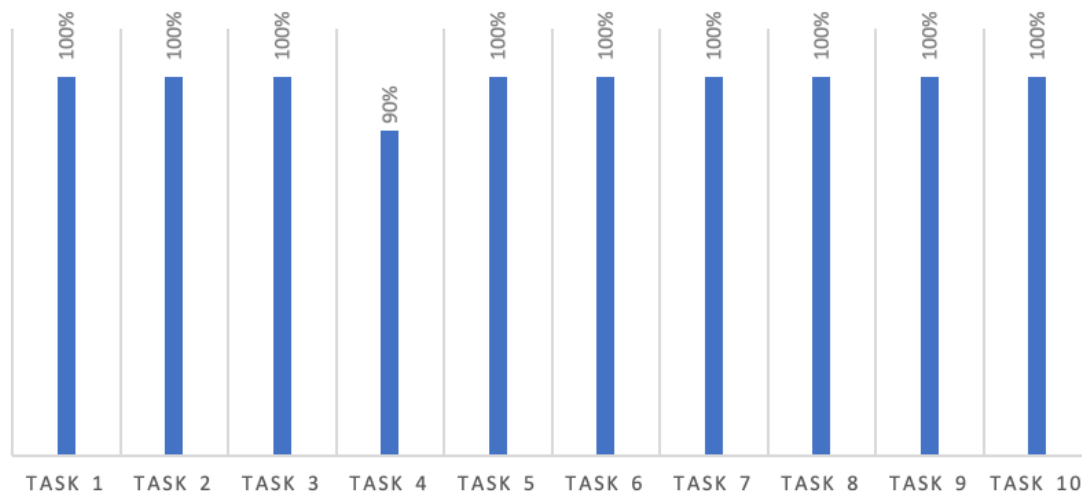
1. Navigate to Winchester Lake State Park.
2. Navigate to the information page regarding XC Skiing.
3. Find the Snowmobile Safety class schedule.
4. Find information regarding Life Jacket Safety.
5. Navigate to where you would go to make a campground reservation.
6. Navigate to the Grants and Funding page.
7. Navigate to where you would go to renew your Boat Registration.
8. Find and navigate to the "Contact Us" page.
9. Find and navigate to the calendar. Find information about any event, this includes Rec safety classes.\*
10. Find out which parks offer disc golf.

## ROUND 1 COMPLETION SUMMARY



\* There was a bug at the time of testing that was not allowing the individual events to open. It was explained to participants.

## ROUND 2 COMPLETION SUMMARY



# Results Summary

## Task Completion Success Rate:

Participant	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10
1. Abe T	X	X	X	X	X	X	X	X	*	X
2. Jeff W	X	X	X	X	X	X	X	X	*	X
3. Steve M	X	X	X	X	X	X	X	X	*	X
4. Anna B	X	X	X	X	X	X	X	X	*	X
5. Keith H	X	X	X	X	X	X	X	X	*	X
6. Adam & Nadine	X	X	X	X	X	X	X	X	*	X
7. Debbie H	X	X	X	X	X	X	X	X	*	X
8. Christy F	X	X	X		X	X	X	X	*	X
9. Jennifer O	X	X	X	X	X	X	X	X	*	X
10. Rick J	X	X	X		X	X	X		*	X
11. Haley G	X	X	X	X	X	X	X	X	*	X
12. David L	X	X	X	X	X	X	X	X	*	X
13. Betty M	X	X	X	X	X	X	X		*	X
14. Ken C	X	X	X	X	X	X	X	X	*	X
15. Joe K	X	X	X	X	X	X	X	X	X	X
16. Marina M	X	X	X	X	X	X	X	X	X	X
17. Nicole D	X	X	X	X	X	X	X	X	X	X
18. Chelsea H	X	X	X	X	X	X	X	X	X	X
19. Chelsey A	X	X	X	X	X	X	X	X	X	X
20. Holly S	X	X	X	X	X	X	X	X	X	X
21. Tiffany R	X	X	X	X	X	X	X	X	X	X
22. Brett H	X	X	X		X	X	X	X	X	X
23. Rich S	X	X	X	X	X	X	X	X	X	X
24. Cipriana B	X	X	X	X	X	X	X	X	X	X
<b>Completion Rate</b>	24/24 100%	24/24 100%	24/24 100%	21/24 88%	24/24 100%	24/24 100%	24/24 100%	22/24 92%	10/24 42%	24/24 100%

\* There was a bug at the time of testing that was not allowing the individual events on calendar to open. It was explained to participants.

## Round 1 Common Feedback/Observations

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- The remote VPN/zoom delay caused some issues and confusion for some participants. They understood that the website would function smoother once launched and they can control it on their own computers. There were a couple of participants I had to help at times with the menu or scrolling because they were unable to do what they wanted but could identify the link they wanted to click on or where they wanted to scroll.
- It wasn't apparent to everyone that they went to a different site when they completed task 5 or 7 (the Reserve America tasks). You may want to consider adding a link or changing the home link in reserve America to go back to the IDPR website.
- New website looks great and is visually a modern improvement over the old website.
- Add "Reservations" link in menu. Some users looked at "Registration & Permits" for the link to make a reservation, but I think it should have its own link in the menu.
- Add link to contact us in about drop-down menu and footer.

## Round 2 Common Feedback/Observations

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- Balance the white space on some pages. This would require shortening the list of upcoming events in the right column on the park and activity pages.

## Round 1 Suggested Updates

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Based on observing the 14 tests, Access Idaho suggests the following changes:

1. Add link to Snowmobile Safety Class schedule on <http://newparksandrec.webdev.idaho.gov/activities/snowmobiling/safety/> (there is not currently a link on the page).
2. In the About drop-down menu, add a link to "About the Department" or "About IDPR" and add a link to contact us page in drop-down.
3. Add "Reservations" link in main menu.
4. Spell out Cross Country or list it both ways like "Cross County (XC) Skiing"
5. Is the content on the "Sign-up for a Snowmobile Safety Class Schedule" page all necessary or could some of it be trimmed down to make the links more apparent to see the RECED class schedule links?
6. Consider adding some of the popular services like "Renew Boat Registration" to <https://idahostateparks.reserveamerica.com/licensing.page> & <https://idahostateparks.reserveamerica.com/home.page> either in the slider or the picture tiles.
7. Consider adding a link back to IDPR website in main menu on the Reserve America site, or change the Home link in the menu to go to the IDPR website.

## Round 2 Suggested Updates

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Based on observing the 10 tests, Access Idaho suggests the following changes:

1. Shorten upcoming events list in the right column to show 2 or 3 events and add a link to the full calendar on the Parks & Activity pages.
2. Add links to life jacket safety on boat safety pages.

# IDPR User Testing

**Date:** 8/14/20

**User Test:** Abe T

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Looked under XC skiing first and then found it under snowmobile
  - b. Thought it might be in the brochure, then saw the safety class schedule link and clicked on that
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Used the link on the home page
6.  Navigate to the Grants and Funding page
  - a. Wondered if it would be on the donate, or on the home page. Then went to the About menu and found it.
7.  Navigate to where you would go to renew your Boat Registration
  - a. Went to boating page and used button to renew
8.  Navigate to the Contact Us page
  - a. Looked for the page in the about menu and in the footer too
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Used the events link on the homepage
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Overall, looks good, easy to navigate



# IDPR User Testing

**Date:** 8/14/20

**User Test:** Jeff Walker

*Jeff had a few remote/zoom issues so I had to help by clicking on a couple of items. At first we thought it was a menu bug, but after more testing it was determined it was just the remote/zoom delay.*

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. *No link to the class schedule on the snowmobile safety page  
(<http://newparksandrec.webdev.idaho.gov/activities/snowmobiling/safety/>)*
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. *Was confused by the two buttons on the registration & permits page. One says register and the other says renew.*
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

*Wanted to see the Reservation link in the main menu.*

*Overall, site looks good.*

*Liked the Find a Park search features.*

# IDPR User Testing

**Date:** 8/17/20

**User Test:** Steve M

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Clicked the sign up for a safety class link in the blue buttons. Then clicked on the avalanche safety class link
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Went to the camping – tents page and clicked on Henrys Lake state park and used the find a spot link
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Registration & permits page > renew button
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Looked under all of the menu drop-downs except for the about menu for the calendar at first
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Looks good, modern

Wanted to see a calendar icon in the menu, didn't think it was easy to find under "About Parks & Rec" in the menu

# IDPR User Testing

**Date:** 8/17/20

**User Test:** Anna B

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Suggested that people may not know what XC means
3.  Find the Snowmobile Safety class schedule
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
  - a. Looked on the about page first
  - b. Suggested that it should also be included on the about page sub menu
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
  - a. Looked in footer and then found the link in the top right
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Used the events link on homepage
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Likes the find a park page

Suggested possibly adding deluxe cabin to accommodations on find a park page

# IDPR User Testing

**Date:** 8/17/20

**User Test:** Keith H

## Tasks:

1.  Navigate to Winchester Lake State Park
  - a. Used the slider on the homepage to scroll to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Used the icon on the Winchester lake state park page
3.  Find the Snowmobile Safety class schedule
  - a. Looked on the XC Skiing page first
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Went to the Registration & permits page first, then camping – tents and clicked on Ponderosa to use the find a spot button
6.  Navigate to the Grants and Funding page
  - a. Tried to use the home button on Reserve America to get back to the new website
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
  - a. Tried to use the home button on Reserve America again to get back to the new website
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Looked around at a few different pages first, including Castle Rocks and find a park before looking in the about menu for the calendar link
10.  Find out which parks offer disc golf
  - a. Used the activities filter on find a park page

## Other Thoughts/Feedback about the new site:

Button or link to park reservation needs to be easier to find

# IDPR User Testing

**Date:** 8/18/20

**User Test:** Adam & Nadine

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Clicked on the "sign-up for a snowmobile safety class" blue button and then the link on the page to RECED
4.  Find information regarding Life Jacket Safety
  - a. Likes the row of blue buttons, feel like they stand out nicely
  - b. Seemed to wonder at first if the link to this page would also be on the fishing page
5.  Navigate to where you would go to make a campground Reservation
  - a. Went to registration and permits page first, then went to castle rocks page and find a spot button
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
  - a. Looked under about menu and some of the other menus. Also looked in the footer. I realized that the zoom video may have been blocking their view of the button
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Like the layout, easy to find stuff

Liked that each activity page lists the parks that have that specific activity

# IDPR User Testing

**Date:** 8/18/20

**User Test:** Debbie

*Debbie was on a touch screen tablet, not using a mouse so scrolling on my computer remotely was an issue. I had to help scroll and click on links at times.*

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. This is the task we discovered the scrolling issue.
  - b. Used the sign up for a snowmobile safety class blue button and then a link on the page
4.  Find information regarding Life Jacket Safety
  - a. Looked under swimming first, then boating
5.  Navigate to where you would go to make a campground Reservation
  - a. Clicked on registrations and permits first, then went to priest lake and clicked on the find a spot button
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
  - a. The little videos may have been blocking the button, but she did look for it under the about menu
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Looked under news and activities menus first. Then under about.
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Very user-friendly

improvement

# IDPR User Testing

**Date:** 8/19/20

**User Test:** Christy F

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Used the sign up for a snowmobile safety class blue button and then a link on the page.
4.  Find information regarding Life Jacket Safety
  - a. Went to learning first, then swimming, did not think to go to boating
5.  Navigate to where you would go to make a campground Reservation
  - a. Went to Registration and Permits page first, then Priest lake and find a spot button
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Add the lifejacket safety link on the swimming page

Site looks nice

# IDPR User Testing

**Date:** 8/19/20

**User Test:** Jennifer O

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Went to the site calendar first, which in the future there would be snowmobile classes on this calendar too probably
  - b. Then went to snowmobile, sign up for snowmobile safety class blue button, and clicked one of the links on the page
  - c. Commented that the link to RECED she found was like 5 clicks deep
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Need to make the campground reservations more apparent and easier for people to find.
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. The transition to Reserve America is too subtle, she was waiting for the page to load for the boat renewal info and didn't realize she was on a different site
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Found the blue buttons (sub-nav) at the bottom of the park and activity pages to be counter intuitive.

Thought that the lucky peak boating picture on the boating-motorized page was confusing. She wanted to see the info about boating before the picture.

Wondered why we separated camping – tents and RVing into two separate activities. Expected to see a “reservations” button in the sub nav on RVing or Camping pages.

State Park Pass link at the top right – it should be State Park Passport



# IDPR User Testing

**Date:** 8/20/20

**User Test:** Rick J

## Tasks:

1.  Navigate to Winchester Lake State Park
  - a. Used the homepage slider to get to the link
2.  Navigate to the information page regarding XC Skiing
  - a. Also looked on the homepage and used the find an activity slider to get the link
  - b. Cross country skiers would know to look for XC, but people not familiar may need to see XC spelled out
3.  Find the Snowmobile Safety class schedule
  - a. Used the sign up for a snowmobile safety class link in the blue buttons
4.  Find information regarding Life Jacket Safety
  - a. Had to help coach him through it, he was looking on the homepage and just in the menu
5.  Navigate to where you would go to make a campground Reservation
  - a. Used the link on the home page, but also looked under parks menu
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Registration & permits page
  - b. Talked about how adding an image with link to Reserve America home page might be helpful to link to the popular items to renew.
8.  Navigate to the Contact Us page
  - a. Looked under about menu, then the footer
  - b. Suggested that it wasn't intuitive to click on About Parks and Rec to get to the about page, we may want to add a link in the drop down menu
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Looked under activates menu first, then used the Events link on the homepage
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

I did have to help him get back to the website when a link opened in a new tab.

Modern, photo-oriented new site

# IDPR User Testing

**Date:** 8/20/20

**User Test:** Haley G

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Looked under "C" first in activities menu
3.  Find the Snowmobile Safety class schedule
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Used the "Reserve a Campsite" link on homepage
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Used the registration and permits page
  - b. May not have realized that Reserve America site was a different site at first
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Likes that you can click on the logo to get back to the homepage

Easy to navigate

Contact us & Purchase Park Pass in top menu kind of hidden

# IDPR User Testing

**Date:** 8/20/20

**User Test:** David L

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Used the XC Skiing icon on the Winchester Lake state park page
3.  Find the Snowmobile Safety class schedule
  - a. Clicked on the brochure link first
  - b. Also looked under activities under C for classes and E for Education for this task as well.
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Went to the find a park page, then Bruneau to click the find a spot button
  - b. Would like to see Reservations link more prominent, did see the link on the homepage but we talked about adding it to the menu.
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Would expect to see a clearer "renew" link on Reserve America homepage
8.  Navigate to the Contact Us page
  - a. Looked under about menu first
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

We discussed possibly changing the home link on the reservation America site to go back to the IDPR home page.

Had a suggestion to remove the "Online" link in the first paragraph on the purchase passport page because it seemed a little misleading. Also remove the comma before online.

# IDPR User Testing

**Date:** 8/21/20

**User Test:** Betty

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Looked at the brochure first then clicked on the sign up for a safety class blue button and a link on the page
4.  Find information regarding Life Jacket Safety
5.  Navigate to where you would go to make a campground Reservation
  - a. Clicked on Registration and Permits first, then went back to parks and selected bear lake and clicked the find a park button
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Had to look around a bit to find the boat renewal link.
  - b. The least amount of time that people have to spend looking around to find stuff the better, might be nice to see the popular items featured on the landing page
8.  Navigate to the Contact Us page
  - a. Looked under about menu, had to talk her through where to find the contact us link locations.
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Nice, clean, easy to read

# IDPR User Testing

**Date:** 8/21/20

**User Test:** Ken C

## Tasks:

1.  Navigate to Winchester Lake State Park
  - a. Suggested that a map showing where the park is located in Idaho would be nice to see on the main park pages. I showed him where the maps can be found and the find a park map feature
2.  Navigate to the information page regarding XC Skiing
  - a. Suggested that we spell out Cross Country
3.  Find the Snowmobile Safety class schedule
  - a. Clicked on the brochure first, then the blue sign-up for a snowmobile safety class link and selected one of the links on the page to get to RECED site.
4.  Find information regarding Life Jacket Safety
  - a. Went to boating – motorized page and looked under the upcoming events. Went back to boating page and found the link in the blue buttons
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
  - a. Registration & Permits page
  - b. A back to IDPR website link on Reserve America site would be nice
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf
  - a. Used the filter on the find a park page

## Other Thoughts/Feedback about the new site:

Liked the new website functionality compared to the current website

# IDPR User Testing

**Date:** 9/28/20

**User Test:** Joe K

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
4.  Find information regarding Life Jacket Safety
  - a. Clicked on swimming and didn't scroll all of the way to the bottom to see the sub menu. Maybe consider shortening the "upcoming events" in the side panel to 3 to shorten the gap
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Pretty easy to navigate

# IDPR User Testing

**Date:** 9/29/20

**User Test:** Marina M

*\*We experienced some mouse control problems half way through, so for the last few tasks Marina explained where she would navigate or click and I navigated for her.*

## Tasks:

1.  Navigate to Winchester Lake State Park
  - a. **Used the slider on the home page to get to page**
2.  Navigate to the information page regarding XC Skiing
  - a. **Used the menu to get to the page**
3.  Find the Snowmobile Safety class schedule
  - a. **Clicked on the Registration ad Permits page first, then went to snowmobile**
4.  Find information regarding Life Jacket Safety
  - a. **Found the link on the boating page**
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Looks nice

# IDPR User Testing

**Date:** 9/29/20

**User Test:** Nicole DuBois

*\*We experienced some mouse control problems half way through, so for the last few tasks Nicole explained where she would navigate or click and I navigated for her.*

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. *Used the first button on the page*
4.  Find information regarding Life Jacket Safety
  - a. *Looked at boating first but didn't scroll all of the way down, then looked through the navigation a bit, registration and permits, site search, then found it under swimming*
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. *Thought it might be under activities in the menu or about, and found the calendar link under the about menu*
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

*Clean, beautiful site*



# IDPR User Testing

**Date:** 9/29/20

**User Test:** Chelsea Holt

## Tasks:

1.  Navigate to Winchester Lake State Park
  - a. *Would use site search to find*
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. *Used the first button on the page*
4.  Find information regarding Life Jacket Safety
  - a. *Looked at learning first, then swimming page to find the link*
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

*Campground Reservations is the feature she would use most personally.*

*Liked that the individual Facebook pages were included on the pages because she would look for information on Facebook first and then go to the website for more info, so the Facebook feed would help her verify the information is correct.*

*Likes that the upcoming events are on multiple pages, makes it easier to find.*

# IDPR User Testing

**Date:** 9/30/20

**User Test:** Chelsea Adams

Would use site search

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Used the first button on the snowmobile page
4.  Find information regarding Life Jacket Safety
  - a. Used swimming page to find the link
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Looked at the side column on an activity page first
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Seems really user friendly

Personally prefers to use the back button in the browser instead of pages opening in new tabs

Pretty intuitive

# IDPR User Testing

**Date:** 9/30/20

**User Test:** Holly Suit

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Suggested adding what "Premium" means regarding the Ponderosa and Harriman parks listed with (Premium) by them.
3.  Find the Snowmobile Safety class schedule
  - a. Used the first button on the snowmobile page
4.  Find information regarding Life Jacket Safety
  - a. Used boating page to find the link
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Pretty easy to find stuff

Looks good overall

# IDPR User Testing

**Date:** 10/1/20

**User Test:** Tiffany Robertson

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
  - a. Suggested adding what "Premium" means regarding the Ponderosa and Harriman parks listed with (Premium) by them.
3.  Find the Snowmobile Safety class schedule
  - a. Used the first button on the snowmobile page
4.  Find information regarding Life Jacket Safety
  - a. Used boating page to find the link
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Pretty easy to find stuff

Looks good overall

# IDPR User Testing

**Date:** 10/1/20

**User Test:** Brett Hoover

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
4.  Find information regarding Life Jacket Safety
  - a. Would use the search feature to find this
  - b. Looked at boating, boating safety, FAQ and other boating pages but did not find the life jacket safety link
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf
  - a. Used the find a park page

## Other Thoughts/Feedback about the new site:

Looks great

# IDPR User Testing

**Date:** 10/1/20

**User Test:** Rich Steckler

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Used the first button on the snowmobile page
4.  Find information regarding Life Jacket Safety
  - a. Found via the boating page, but did ask if could use site search
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
  - a. About menu
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Looks good

Likes that the Reserve America links open in a new tab

# IDPR User Testing

**Date:** 10/2/20

**User Test:** Cipriana Butler

## Tasks:

1.  Navigate to Winchester Lake State Park
2.  Navigate to the information page regarding XC Skiing
3.  Find the Snowmobile Safety class schedule
  - a. Went to registration & permits first, then snowmobiling page to find link
4.  Find information regarding Life Jacket Safety
  - a. Found via the swimming page, suggested balancing page more to bring button higher.
5.  Navigate to where you would go to make a campground Reservation
6.  Navigate to the Grants and Funding page
7.  Navigate to where you would go to renew your Boat Registration
8.  Navigate to the Contact Us page
9.  Find and navigate to the calendar. Find information about any event (includes Rec safety classes)
  - a. Used the Events link on the homepage
10.  Find out which parks offer disc golf

## Other Thoughts/Feedback about the new site:

Balance swimming page and the other pages that have a large whitespace gap before the blue buttons

Overall good resource for the state