

# Annexe II

## The Results Of The User Testing (ID1):

### *Adger University User testing questionnaire*

#### **Task 1**

URL: <http://www.bankofengland.co.uk/>

#### **Description of the task**

Find out how many bank notes of 20 pounds were issued in 2005.

#### **Comments**

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 mins \_\_\_\_\_

Answer: 318 millions 318 \_\_\_\_\_

Rate: 5 \_\_\_\_\_

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

	1939	1940	1941	1942	1943	1944	1945
All Persons	56,070	56,594	56,780	66,117	64,375	65,425	66,861

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 mins

Answer:

	1939	1940	1941	1942	1943	1944	1945
All Persons	56,070	56,594	56,780	66,117	64,375	65,425	66,861

Rate: 2

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

This page is a mess I have get this page: [http://www.citizensinformation.ie/categories/government-in-ireland/irish-constitution-1/constitution\\_introduction/?searchterm=constitution](http://www.citizensinformation.ie/categories/government-in-ireland/irish-constitution-1/constitution_introduction/?searchterm=constitution)

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 10 mins \_\_\_\_\_

Answer: I got it. \_\_\_\_\_

Rate: 1 \_\_\_\_\_

# Adger University User testing questionnaire

## Task 4

URL: <http://www.direct.gov.uk/>

### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

### Comments

Which countries are included in the au pair scheme?

An au pair must be a national of one of the following countries.

Andorra	Faroe Islands	Romania
Bosnia-Herzegovina	Greenland	San Marino
Republic of Bulgaria	Macedonia	Turkey
Croatia	Monaco	

Although European Economic Area (EEA) and Swiss nationals are not included in the au pair scheme, they are free to come to the UK to take au pair placements.

I am Spanish.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 8 mins

Answer: No need visa

Rate: 2

# The Results Of The User Testing (ID2):

## **Adger University User testing questionnaire**

### **Task 1**

URL: <http://www.bankofengland.co.uk/>

#### **Description of the task**

Find out how many bank notes of 20 pounds were issued in 2005.

#### **Comments**

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_ *8mins* \_\_\_\_\_

Answer: \_\_\_\_\_ *341,246,754* \_\_\_\_\_

Rate: \_\_\_\_\_ *5* \_\_\_\_\_

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

Sorry  I can not find the answer.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_

Answer: \_\_\_\_\_

Rate: \_\_\_\_\_ 2 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_ *2mins* \_\_\_\_\_

Answer: \_\_\_\_\_ *http://www.taoiseach.gov.ie/index.asp?docID=262* \_\_\_\_\_

Rate: \_\_\_\_\_ *6* \_\_\_\_\_

## Adger University User testing questionnaire

### Task 4

URL: <http://www.direct.gov.uk/>

#### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

#### Comments

If you are travelling on a standard Chinese passport: You will need a visa for the UK. This includes those who are transiting through a UK port, even if you do not pass through UK immigration.

If you are travelling on an Official or Diplomatic Chinese Passport: You need a UK visa to enter the UK, but you do not require a visa to transit a UK port.

If you are not a Chinese national, click here to see if you need a visa. You will be transferred to the UKVisas website for an instant response.

If you do need a visa, it is easy and efficient to apply for one. Click here for information about applying in China.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_ 15 \_\_\_\_\_

Answer: Its not possible to work as Au pair if im chinese \_\_\_\_\_

Rate: \_\_\_\_\_ 4 \_\_\_\_\_

# The Results Of The User Testing (ID3):

## **Adger University User testing questionnaire**

### **Task 1**

URL: <http://www.bankofengland.co.uk/>

#### **Description of the task**

Find out how many bank notes of 20 pounds were issued in 2005.

#### **Comments**

I couldn't find the whole of 2005 as a single number, but I found March 2005 to February 2006, and also March 2004 to February 2005

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 min

Answer: 318 Millions (M2004-F2005), 341 Millions  
(M2005-F2006)

318

Rate: 4

## Adger University User testing questionnaire

### Task 2

URL: <http://www.cso.ie/>

#### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 8 min

Answer: total 432222; of these 222258 male and  
209964 female

Rate: 5

# Adger University User testing questionnaire

## Task 3

URL: <http://www.taoiseach.gov.ie/>

### Description of the task

Find out and download the constitution of Ireland.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 min

Answer: [http://www.taoiseach.gov.ie/attached\\_files/Pdf%20files/Constitution%20of%20IrelandNov2004.pdf](http://www.taoiseach.gov.ie/attached_files/Pdf%20files/Constitution%20of%20IrelandNov2004.pdf)

Rate: 4

# Adger University User testing questionnaire

## Task 4

URL: <http://www.direct.gov.uk/>

### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 2 min \_\_\_\_\_

Answer: Don't need visa \_\_\_\_\_

Rate: 7 \_\_\_\_\_

# The Results Of The User Testing (ID4):

## *Adger University User testing questionnaire*

### Task 1

URL: <http://www.bankofengland.co.uk/>

#### Description of the task

Find out how many bank notes of 20 pounds were issued in 2005.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 2 min \_\_\_\_\_

Answer: 136 millions 318 \_\_\_\_\_

Rate: 5 \_\_\_\_\_

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

<http://www.cso.ie/statistics/bthsdthsmarriages.htm> : not the good years

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 1min \_\_\_\_\_

Answer: Not found \_\_\_\_\_

Rate: 3 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Maybe it's on the site, but probably not under this name...

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 8 min

Answer: Not found

Rate: 3

## Adger University User testing questionnaire

### Task 4

URL: <http://www.direct.gov.uk/>

#### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

#### Comments

If you do not need an entry clearance when you arrive in the UK, you will have to satisfy an Immigration Officer that you qualify for entry as an au pair. If you do so, the Immigration Officer will give you permission to stay for six months.

To extend your stay you will need to apply to the Immigration and Nationality Directorate. (Contact details are under 'More advice and information' at the end of this guidance.) IND will charge a non-refundable fee for any extension application.

french

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 min

Answer: yes

Rate: 5

# The Results Of The User Testing (ID5):

## *Adger University User testing questionnaire*

### Task 1

URL: <http://www.bankofengland.co.uk/>

#### Description of the task

Find out how many bank notes of 20 pounds were issued in 2005.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 minutes

Answer: [http://www.bankofengland.co.uk/banknotes/about/withdrawn\\_notes.htm](http://www.bankofengland.co.uk/banknotes/about/withdrawn_notes.htm) 318

Rate: 5

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 15 minutes

Answer: <http://www.cso.ie/px/pxeirestat/dialog/Saveshow.asp>

Rate: 4

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 10 minutes

Answer: <http://www.taoiseach.gov.ie/index.asp?docID=262>

Rate: 4

# Adger University User testing questionnaire

## Task 4

URL: <http://www.direct.gov.uk/>

### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_

Answer: \_\_\_\_\_

Rate: 5 \_\_\_\_\_

# The Results Of The User Testing (ID6):

## ***Adger University User testing questionnaire***

### **Task 1**

URL: <http://www.bankofengland.co.uk/>

#### **Description of the task**

Find out how many bank notes of 20 pounds were issued in 2005.

#### **Comments**

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 minutes

Answer: 0 318

Rate: 5

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 15 minutes

Births Registered (Number) by Sex and Year							
	1939	1940	1941	1942	1943	1944	1945
Female	27,266	27,565	27,582	32,104	31,134	31,788	32,525
Births Registered (Number) by Sex and Year							
	1939	1940	1941	1942	1943	1944	1945
All Persons	56,070	56,594	56,780	66,117	64,375	65,425	66,861
Births Registered (Number) by Sex and Year							
	1939	1940	1941	1942	1943	1944	1945
Male	28,804	29,029	29,198	34,013	33,241	33,637	34,336

Answer:

Rate: 5

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 2 minutes \_\_\_\_\_

Answer: \_\_\_\_\_

Rate: 6 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 4

URL: <http://www.direct.gov.uk/>

#### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

#### Comments

I can't find it.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 30 minutes \_\_\_\_\_

Answer: failed \_\_\_\_\_

Rate: 1 \_\_\_\_\_

# The Results Of The User Testing (ID7):

## *Adger University User testing questionnaire*

### Task 1

URL: <http://www.bankofengland.co.uk/>

#### Description of the task

Find out how many bank notes of 20 pounds were issued in 2005.

#### Comments

Not very clear to find

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5mins

Answer: 341,246,754

318

Rate: 2

# Adger University User testing questionnaire

## Task 2

URL: <http://www.cso.ie/>

### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 2mins

Answer: Boys:222258    Girls:178176

Rate: 7

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

When you try to find a link to the constitution in the browser it should take you faster to there

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 3mins

Answer: http://www.taoiseach.gov.ie/index.asp?docID=262

Rate: 3

## Adger University User testing questionnaire

### Task 4

URL: <http://www.direct.gov.uk/>

#### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

#### Comments

I'm Spanish, over 18.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 5 mins

Answer: No

Rate: 3

# The Results Of The User Testing (ID8):

## *Adger University User testing questionnaire*

### Task 1

URL: <http://www.bankofengland.co.uk/>

#### Description of the task

Find out how many bank notes of 20 pounds were issued in 2005.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 10 min

Answer: 229,457,755

Rate: 3

## Adger University User testing questionnaire

### Task 2

URL: <http://www.cso.ie/>

#### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 12 min \_\_\_\_\_

Answer: 432222 \_\_\_\_\_

Rate: 5 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 4 min

Answer: I downloaded the constitution of ireland

Rate: 6

# Adger University User testing questionnaire

## Task 4

URL: <http://www.direct.gov.uk/>

### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

### Comments

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: \_\_\_\_\_

Answer: I couldn't found the answer

Rate: 2

# The Results Of The User Testing (ID9):

## ***Adger University User testing questionnaire***

### **Task 1**

URL: <http://www.bankofengland.co.uk/>

#### **Description of the task**

Find out how many bank notes of 20 pounds were issued in 2005.

#### **Comments**

Tried it first over statistics and did not find it.... Second choice was banknotes, then it could be found very fast.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 7 min \_\_\_\_\_

Answer: 136 Million \_\_\_\_\_

Rate: 5 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 2

URL: <http://www.cso.ie/>

#### Description of the task

Get the number of births, boys and girls, from the year 1939 to 1945 in Ireland.

#### Comments

A little bit tricky because of the normal table starting at 1950... I found it over Search-function.

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 6 min

Answer: 1939: 56,070; 1940: 56,594; 1941: 56,780; 1942: 64,375;  
1944: 65,425; 1945: 66,861

Rate: 5

## Adger University User testing questionnaire

### Task 3

URL: <http://www.taoiseach.gov.ie/>

#### Description of the task

Find out and download the constitution of Ireland.

#### Comments

Over Search function found very fast...

What is TAO?

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 3 min \_\_\_\_\_

Answer: ... \_\_\_\_\_

Rate: 6 \_\_\_\_\_

## Adger University User testing questionnaire

### Task 4

URL: <http://www.direct.gov.uk/>

#### Description of the task

Find out if you need a visa or not to enter great Britain as Au pair. Use your own nationality and more details, and write them down in the comment space.

#### Comments

Au pair  
Germany  
Germany

Scale:

1= not at all satisfied

2=not satisfied

3=not very satisfied

4=neither dissatisfied or satisfied

5=quite satisfied

6= satisfied

7=very satisfied

Time: 4 min

Answer: No visa needed!

Rate: 7