

# Naugatuck Connect

[naugatuck-ct.gov](http://naugatuck-ct.gov)

## Low Fidelity Paper Prototype - User Testing

**NaugatuckConnect** serves as a centralized hub for residents, and visitors to easily access municipal services, real-time updates, and community resources. The app allows users to submit service requests, receive important alerts (such as road closures and emergency notifications), explore upcoming events, make online payments for town services, and more. Designed for convenience and efficiency, it streamlines interactions with local government while fostering greater community engagement.

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## About the User Test

The purpose of this usability test is to evaluate the intuitiveness and functionality of a low-fidelity prototype for the Naugatuck, CT companion app. The app aims to simplify civic engagement by allowing users to perform key tasks such as paying fines, signing up for events, and reporting infrastructure issues from their mobile devices.

This test is intended to gather qualitative feedback on how easy the app is to navigate, how clear the interface feels to users, and whether key user goals can be accomplished without guidance. The prototype was created using a wireframe tool and focuses on layout, content placement, and basic flow.

Three participants were recruited with varying levels of tech familiarity to complete three core tasks. Each test was conducted remotely, with participants speaking their thoughts aloud while interacting with the prototype.

# Usability Test Script

## Introduction:

“Hi, thanks for helping with this usability test! Today, you’ll be interacting with a low-fidelity prototype of a new companion app for the town of Naugatuck, Connecticut. This app is meant to help residents interact with local services more easily on their phones.

The version you’re seeing is just a prototype, it’s not fully functional, and it’s not meant to look pretty yet. We’re mainly testing the structure and how easy it is to find and do things.

I’m not testing you, I’m testing the design. So there are no wrong answers, and if something is confusing, that’s great for us to know.

Please speak your thoughts out loud as you go, even if it feels a little weird. Say what you’re thinking, what you expect to happen, or what you’re looking for. That helps us understand your experience.

After each task, I’ll ask you a few open-ended questions. Feel free to share anything that comes to mind. Ready?”

## Task Scenarios

Each participant was asked to complete the following 3 tasks with no help or prompts:

### Task 1: Pay a Parking Ticket

*"Imagine you received a parking ticket in downtown Naugatuck. Use the app to pay the fine."*

### Task 2: Sign Up for the Mayor's Charity Golf Scramble

*"You saw a flyer about the Mayor's Charity Golf Scramble coming up next month and want to register through the app."*

### Task 3: Report a Pothole to the City

*"On your way home, you hit a huge pothole. Use the app to report it to the public works department."*

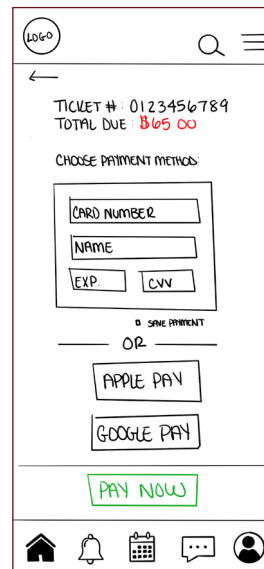
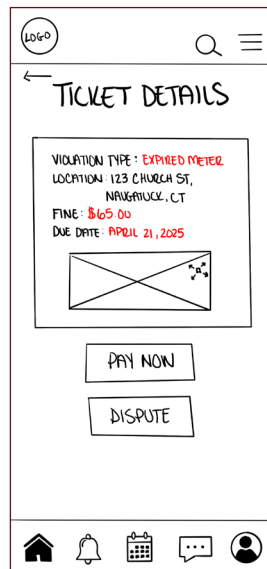
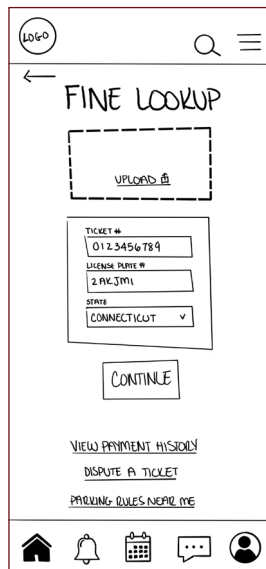
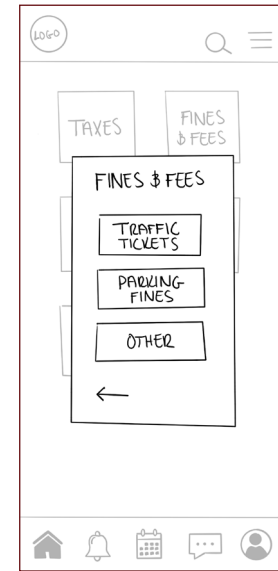
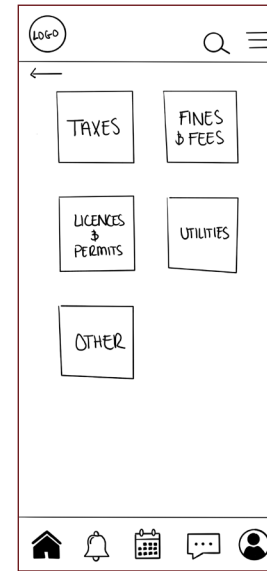
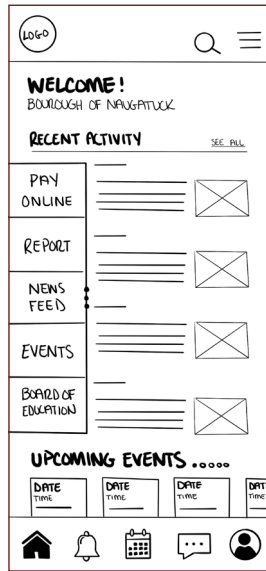
Low Fidelity Prototype:

[NaugatuckConnect\\_User Testing Prototype](#)

# Prototype Screens for Task Scenerios

## Task 1: Pay a Parking Ticket

"Imagine you received a parking ticket in downtown Naugatuck. Use the app to pay the fine."



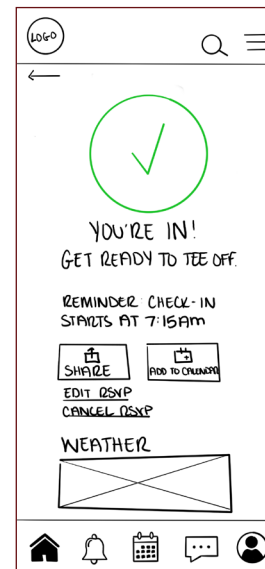
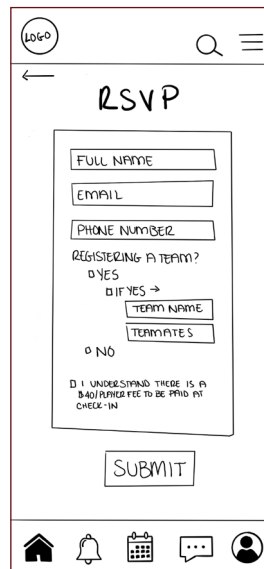
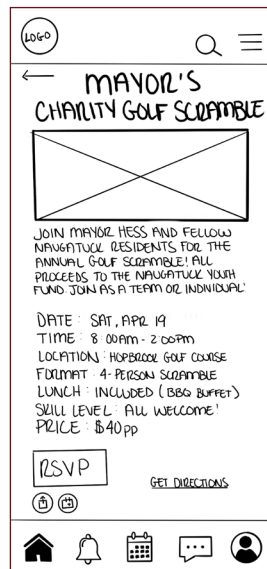
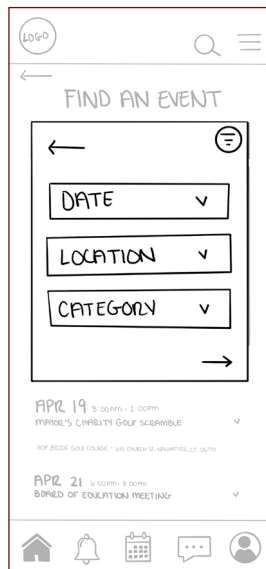
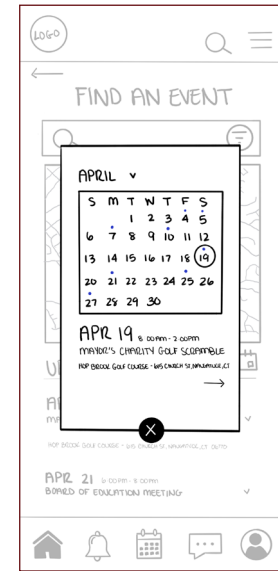
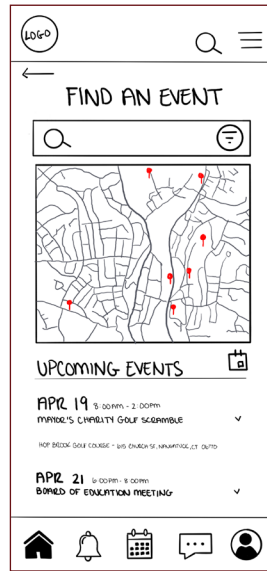
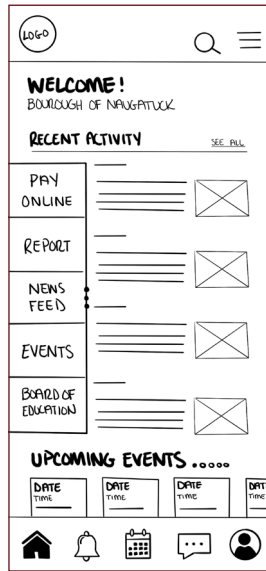
## Summary of Findings for Task 1

During Task 1, which involved paying a parking ticket, users were able to complete the task successfully. A couple of participants initially hesitated when looking for the right section, some expected to see a button specifically labeled “Pay Ticket” on the home screen. Most found the feature under “Pay Online” after some light scanning even though it was also offered in the menu under “Our Residents”. Once inside, users appreciated that the payment process was simple and that a clear confirmation screen with a ticket number was included after submission.

# Prototype Screens for Task Scenerios

## Task 2: Sign Up for the Mayor's Charity Golf Scramble

"You saw a flyer about the Mayor's Charity Golf Scramble coming up next month and want to register throught the app."



## Summary of Findings for Task 2

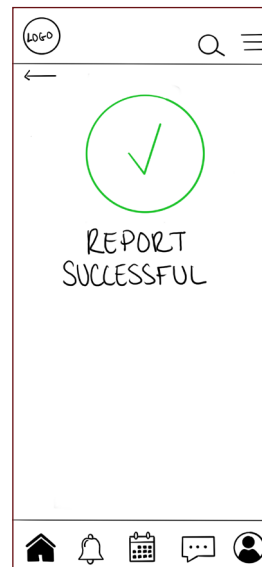
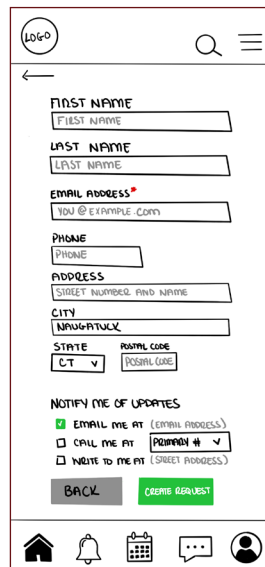
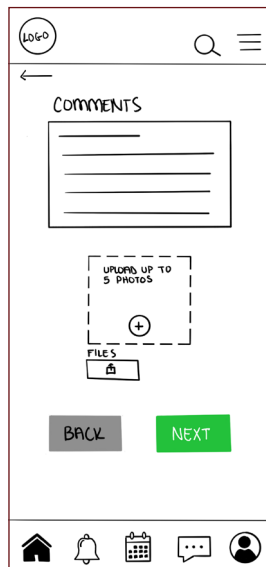
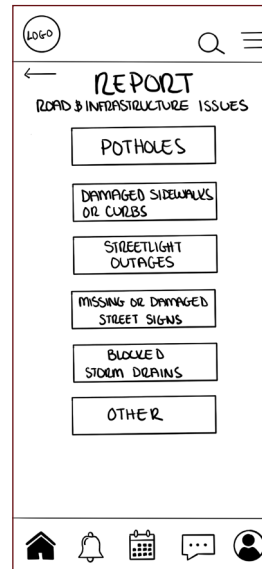
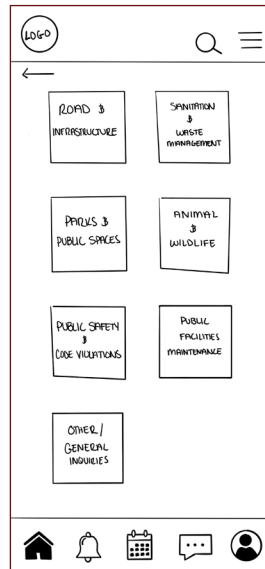
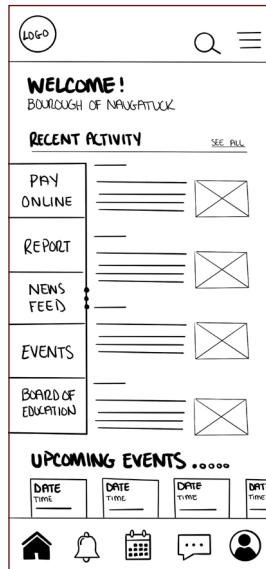
In Task 2, participants were asked to sign up for the Mayor's Charity Golf Scramble event. All three users found the "Events" section easily and located the Golf Scramble without difficulty. They were able to complete the registration form, and each participant noticed and mentioned the confirmation screen at the end. One participant said they appreciated having the option to add the event to their calendar from the confirmation screen, and another commented that having the weather widget for the day of the event was a nice touch.



# Prototype Screens for Task Scenerios

## Task 3: Report a Pothole to the City

"On your way home, you hit a huge pothole. Use the app to report it to the public works department."



## Summary of Findings for Task 3

Task 3 asked users to report a pothole through the app. All participants completed this successfully and gave positive feedback about the ability to drop a pin on the map and upload a photo of the issue. The inclusion of a confirmation screen and the option to be notified with updates on the report was noted by each participant. One user mentioned they liked having the option submit a report right through the app, and another said they'd feel confident using this feature if it was available in real life.

## Overall Summary of Findings

The usability tests were very helpful in highlighting what's working well in the current version of the app and where there are still opportunities to improve the experience. Overall, users found the app intuitive and easy to navigate. Most participants were able to complete tasks independently without needing help or clarification. Several users commented positively on the app's clean structure and said that the large, clearly labeled buttons made it easy to move through the different sections.

### Strengths:

- » Core features (payment, events, reporting) are all discoverable and generally work as expected.
- » Users liked the simplicity of layout and the idea of accessing local services in one place.
- » The "Report a Pothole" task was consistently praised for usefulness and real-world application.

In summary, participants were able to complete all tasks with minimal friction. While navigation labels like "Our Residents" could be more specific or renamed for clarity, users consistently praised the overall organization and flow. The inclusion of confirmation screens and numbers across tasks was seen as a strong point, increasing trust and satisfaction. Most importantly, users felt the app served real, practical needs, and they could see themselves using it regularly.