

Appendix K

July 22, 2003 Focus Group Summarized Critiques of Web Sites

West's Rating	Web Site	Comments
1	Tennessee	Different address protocol, why aren't state web addresses uniform. The .org notation at the top of the web site is misleading. A lot information, shotgun approach. Is this a government or chamber of commerce site? Where is the legislature? Photograph of the governor is disturbing. Where is the privacy policy? The page doesn't fit on the screen—can't see bottom of window. No Spanish links. If I was moving to Tennessee I would not where to look for information. Sexual offenders on the home page?
14	New Hampshire	Thought given to users navigation of the site. Privacy policy is apparent. Links to the branches of government are available. The site is pleasant to look at.
15	Virginia	No link to tourism. The site is not warm & fuzzy. The print is too small. Looks like they gave some thought to who the users might be. Privacy policy link is easy to find.
16	Illinois	Looks like a newspaper. "Dear God"—it is visually assaulting. It looks like they were on the right track and then derailed. "I'm not going to look through something like this!" Is this their own banner collection?
31	New Mexico	Pretty. Flowers dominate. Is this all they have? Extreme white and extreme red. Privacy policy is an honest warning.
49	Alabama	Oh God! Don't have to worry about it being cluttered. Get the governor's picture off. Small print at top and bottom. Design issues—white space, organization of links. Where are links for visually impaired?
7	FirstGov	Yellow on whites fades and is hard to read. Print is too small. Federal employees are not citizens—why separate categories? Family values?
1	Federal Communications Commission	Lots of communication. A directed type of web site. Who are they targeting? Headlines dominate. Is the site a propaganda piece? Commissioners—how do I communicate with them? No language options.
20	Department of Justice	Font is much too small. Yellow is a bad choice. Big paragraphs that may be hard to follow. Looks like a dump of text onto the site.
47	4 th Circuit Court of Appeals	Not threatening. Is this an architecture site? Pretty much by and large the site is poorly designed. Information is vague. By and large a decent site. Who is the audience? Not accessible because a password is required and the user is charged 7 cents per page of information retrieved.
50	Supreme Court	Like the blue background. Clear search function. Public information link is provided. For information on current court cases one must go

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		to other sites. Unless a decision is high profile you won't see it for days on the site. If I was a high school senior how easily could I find a case and oral arguments?
29	Securities & Exchange Commission	Orderly. Obvious privacy and security links. Search feature on the top—wouldn't take a lot of time to figure it out.