

Audit Check List

A part of the revamping process

2. TO BE ASSESSED BY CC RESIDENTS

1.1 FIND THE SERVICE AND UNDERSTAND HOW TO USE IT

DSS#	CRITERIA	ASSESSMENT	POINTS	POSITIVE OBSERVATION
				• None observed
		Pass: I can find the listing and description of the services, and the brief descriptions are easy to understand Finding: No listing found, OR listing found with no description and the services name are not self-explanatory. Observation: Listing is found but the description is not useful or easily understandable.	0- Pass	• I like: there is a short description on what the courses could provide • None observed

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	ASSESSMENT	POINTS	POSITIVE OBSERVATION
	Pass : Clear and easy navigation (i.e. I can find the information I want) with logical groupings of the links (not more than 9 main items), and the navigation appears consistently across the webpages. Significant Finding with mitigation: Grouping of the navigational items not very intuitive or logical, or naming of the items can be improved. Significant Finding : Poor navigation (e.g. menu has more than 9 main items, 1 or	1- Significant Finding with mitigation (Minor Issue)	• I like: some of the social medi links are inconsistent (some pages only have the links while other have a logo and link of the social media site), the names of some of the pages are misleading as they do not contain the information about their header • None observed

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	ASSESSMENT	POINTS	POSITIVE OBSERVATION
	Pass: I find the link labels easy to understand. Visited and unvisited links are distinguished. Finding: The link labels are ambiguous, or the visited and unvisited links are not distinguished.	0- Pass	• I like: each link turns from blue to purple once the user clicks on it, • None observed
	Pass : There are clear indications, such as breadcrumbs, tabs clearly highlighted, etc. I do not feel confused/lost in the website and am able to tell where I am within the site. Significant Finding : There are no	0- Pass	• I like: there are headers and breadcrumbs for users to clearly see where they are on the site and how to get back if needed • None observed

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		Pass : Elements are sufficiently large and far from each other, and their labels/names/text alternatives are named consistently (e.g. Submit is used for all submission button), and call-to-actions are prominently presented. Finding : Key elements are too small and/or close to each other that it is quite difficult to make an action without error (inevitably hit other targets or miss target completely), call-to-actions not prominently presented, their	3- Finding (Issue present but able to work around it)	• I like: • the call to action links are at the bottom of the page and they are the same size as the text font which makes them easy to miss

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	ASSESSMENT	POINTS	POSITIVE OBSERVATION
	Pass : Content is not cluttered, easy for me to scan through quickly.	0- Pass	• I like: the words are evenly spaced out and under every header is a short description of what the courses can provide
	Significant Finding : Content is not readable due to lack of white space or large chunks of paragraph, causing me to take much time to read through and find the information.		• the spacing between each of the different courses makes the page a bit hard to read
	Pass : I can see fonts clearly and easily adjust them without being distorted.	0- Pass	• I like: the font doesn't distort when the browser is changed
	Significant Finding : The fonts on 1 or more webpages are not big enough, OR		• None observed

		message does not contain any brand features to indicate that it is part of the original site.		
		Pass : I do not spot any outdated content, and the last updated date stamp is not more than 24 months of the date of access. Significant Finding : Information on the currency of the content is missing, OR the date stamp is recent but some content is outdated.	5- Significant Finding (Critical Issue)	• I like: • there are many pages where there is outdated information despite the date stamp being this year, like events that happened in 2025 are being shown on the page

PART B: SYSTEM USABILITY SCALE (SUS)

<https://www.pa.gov.sg/our-programmes/cc-courses/courses/>

(Note: for our UC purpose, the term 'system' in the questionnaire has been changed to 'service'.)

Input: Mark an "x" on the respective score box

NO.	ITEM	STRONGLY DISAGREE 1	2	3	4	STRONGLY AGREE 5
1	I think that I would like to use this service frequently.		x			
2	I found the service unnecessarily complex.			x		
3	I thought the service was easy to use.			x		
4	I think that I would need the support of a technical person to be able to use this service.		x			
5	I found the various functions in this service were well integrated.		x			
6	I thought there was too much inconsistency in this service.		x			
7	I would imagine that most people would learn to use this service very quickly.			x		
8	I found the service very cumbersome to use.				x	
9	I felt very confident using the service.				x	
10	I needed to learn a lot of things before I could get going with this service.		x			