
City Tech Collaborative CUTgroup Resources

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BACKGROUND

The Civic User Testing group, also known as CUTgroup, originated in Chicago to enable residents to give valuable input throughout the technology discovery and development process, allowing them to have a voice in emerging technology. CUTgroup's model combines User Experience (UX) testing, civic engagement, and digital skills training to provide a unique perspective for technological solutions. Over its lifetime, Chicago's CUTgroup has provided input in over 30 different local user design exercises for civic and government-related products.

Chicago's CUTgroup was most recently led by [City Tech Collaborative](#), following a merger between City Digital and the Smart Chicago Collaborative in 2017. At the end of 2021, [City Tech launched two new, independent organizations](#) focused on [civic infrastructure innovation](#) and [community health and wellness](#) and closed its doors. With this update, City Tech wanted to document and share its CUTgroup toolkit for others to utilize in their own Civic User Testing programs.

PURPOSE

This site serves to document CUTgroup materials and resources developed by [City Tech Collaborative](#). They represent one approach to Civic User Testing, based in the [CUTgroup Book](#) by Daniel X. O'Neil and the Smart Chicago Collaborative and adjusted to fit City Tech's evolving work in this space. Along with browsing the materials we are sharing, we encourage you to explore the original [CUTgroup Book](#), as well as discover the [great work that other organizations are doing within this space](#).

CHAPTER THREE

USAGE

These materials are meant to be resources for use in developing Civic User Testing programming. They are based on City Tech Collaborative's work and will not be updated once City Tech is closed.

FILE DESCRIPTIONS AND LINKS

Please note that clicking on the links below will result in the file automatically downloading. Alternatively, all files can be found on [GitHub here](#).

Overview Deck (LINK) : This deck provides a high level overview of City Tech’s CUTgroup services, process, and activities, as well as a few case studies. This deck was often used in introductory conversations about CUTgroup.

Pricing Workbook (LINK) : This workbook allows for quick pricing calculations for CUTgroup work. One tab enables user to quickly estimate based on test size and staff rates, while the other tab provides a more customizable option.

Example SOWs (LINK 1), (LINK 2) : Two examples of SOWs, one for a two-phase website test and another for a survey/interview engagement. The examples show both different components that can be included based on the different test types, as well as two slightly different formats for creating an SOW. The format is not tied to the test type.

Example Recruitment Emails (LINK 1), (LINK 2) : Included are two examples of emails that we sent to recruit CUTgroup members for testing. These were generally sent to the full CUTgroup and linked to screening forms, which were used in the selection process. The examples are related to [this case study](#) and [this partnership](#).

Example Screening Form (LINK) : Screening forms are used to gather test-specific questions to aid in participant selection. They are usually linked in the recruitment email.

Example Test Plans (LINK 1), (LINK 2) : These documents outline the plans for conducting the testing, including the timeline, methodology, and test details, and questions. Tests plans are often working documents and refined through multiple client meetings. The example test plans were originally used for the wireframe test related to [this case study](#) and a survey related to [this partnership](#).

Example Proctor Guide (LINK) : This is a detailed guide for proctors to follow along while administering the test. It includes all background information, questions to be asked of testers, and additional details. The questions in this guide come from the test plan are mirrored in the intake form so that the proctor can follow this guide, then capture responses in the intake form. This example proctor guide was originally used for the test is related to [this case study](#).

Example Proctor Quick Guide (LINK) : The proctor quick guide gives key highlights from the full proctor guide, including links for testing page and forms. Proctors can keep this handy for reference during the test. This example quick guide was originally used for the test is related to [this case study](#).

Example Intake Form (LINK) : While moderating a test, proctors must submit their answer into this intake form. test. The questions here should mirror those in the test plan. This intake form originally used for the test is related to [this case study](#).

Example Consent Form (LINK) : While CUTgroup members have read and agreed to City Tech’s general privacy policy before signing up for a test, this consent form is test specific and was required to be completed prior to the start of a test. The example consent form is related to [this case study](#).

OTHER USEFUL LINKS

Civic User Testing Network: The mission of the Network is to bring together current and future Civic User Testing groups to share resources and develop best practices, building a more robust framework to make local technology more user-friendly, accessible, and relevant. This link leads to more detail around the network.

CUTgroup Chicago Case Studies: The [archived City Tech website](#) highlights select CUTgroup engagements that City Tech has completed, as well as prior CUTgroup Chicago work. CUTgroup and resident engagement was also incorporated in other City Tech projects and are documented elsewhere on the [archived City Tech site](#).