**Background**

* We have updated our homepage charts to allow the user to further breakout yearly and monthly data for revenue, production and disbursements. There is also the ability to compare data over time.
* We also have updated the data query tool by adding monthly data to production and disbursements.
* Some users have asked for a sticky header and expressed interest in pricing information so we will also incorporate relevant questions into the study to determine user needs.
* We want to observe how users navigate the new and upcoming features and determine if they meet user needs.

**Goals**

* Determine whether new homepage trends designs meet user needs.
* Test for monthly data for production and disbursement in query tool.
* Get feedback on sticky header and pricing.

**Method and Desired Participants**

* Over the course of a few weeks, we would like to interview at least 8 participants from the following user groups for 30 minute 1:1 interviews. We will focus on users that have oil and gas experience and understand natural resources data.
  + Question Answerers: These are people like congressional aides and internal liaisons who use the site to answer specific questions.
  + Agenda Supporters: These are people like those from NGOs or industry who use the site to see how the data supports an agenda they already have in mind.
  + Storytellers: These are people like journalists and academics who want the data to tell them a story that they want to share with other people.
  + Domain Learners: These are people like state and county government reps and tribal leaders who want to monitor what’s going on within their domain and understand the whole system.

**Recruitment Strategy**

* In order to recruit research participants from our target user groups, we will contact people who are familiar with the site or oil and gas revenue data. We will recruit internally from ONRR and externally.
* We are hoping to speak with users who are familiar with our data and can help evaluate if the data organization makes sense.

**Test Assets**

* Live site: <https://revenuedata.doi.gov/>
  + PR preview with the new trends: <https://nrrd-preview.app.cloud.gov/sites/1147-NewHomepageTrends/>

**Interview Guide**

**Intro**

* Introduction: Thank you for taking the time to participate in our research study. I will be conducting the interview, and my teammates will be listening in to take notes and observe.
* Our team’s goal is to talk to users about our site, test how they would complete a task, and observe how they are using it to learn about possible improvements to the site.
* External users: digitally sign giving us permission to conduct the study. It just states your rights as a participant and that we won't be capturing any personally identifiable information.
* Consent form: <https://forms.office.com/Pages/ResponsePage.aspx?id=urWTBhhLe02TQfMvQApUlE9F1z2Bp09BtvG20Q-ttkpUOTFXNFJENDEwQVQ1Q1ROMVlWOTRaUEo1TyQlQCN0PWcu>

**User Task Background (people who fit our user profiles whom we haven’t interviewed before) (20 min)**

* What is your role and how do you use natural resources data in that role?
* Have you used the Natural Resources Revenue portal before?
  + Tell me a little bit about what you use the Portal for.
* What is your overall process when you are using natural resource data?
  + What are your goals?
  + What do you want people to know?
  + How do you know what data or numbers you need for your work?
  + How do you know where to look?
  + How do you verify the data you are going to use?
  + What does your output look like?
* What are the most important pieces of information to you?
* Do you use pricing information?
  + Would you expect to see that on the site?

**Interview testing Process**

* We’re testing the design we’re not testing you.
* There are no right or wrong answers.
* Please think out loud as we are conducting the interview for us to understand your thought process as you are exploring the site. We want to know what you would do if we weren’t watching.
* We appreciate your honest feedback to help us improve our designs.

**Tasks & Questions:**

**Homepage**

* **Start at the Home page:**
* **User Directed Task**
  + What do you think about the data you’re seeing here on the homepage? What would you use the data for?
  + Are the visuals useful? Would you change anything about them?
  + [Direct user to commodity view] Take a moment to look at the commodities info available. Are there any other commodities you’d like to see broken out?
    - Why would you like to see those specific commodities broken out?
  + Look for the Fiscal Year 2021 disbursements so far and explain how they compare to Fiscal Year 2020.
  + [Referring to bar chart] Can you tell me whether you understand the given swatches and how they’re represented on the bar chat?
    - [If they don’t mention anything about "Federal not tied to a location"] How do you feel about the “Federal not tied to a location” swatch not appearing on the bar chart? Or why do you think that’s so?
    - [If they find it confusing] Do you have any recommendations how that could be resolved?

Follow-up questions:

* Is the data on the homepage what you were expecting to see?
* Do you think the information you found was easy to access?
* Was there anything complicated about finding the information?
* Do you think any elements would be more useful somewhere else?

**Query Tool Monthly Data**

<https://revenuedata.doi.gov/query-data>

Tasks:

* Can you show me how to find monthly production data for oil?
  + - What if you wanted to see the data organized differently?
    - How would you use this data?
    - How would you want to organize this data?
    - Are you interested in comparing month to month information?
    - Are you interested in comparing the same month over several years?
* Can you show me how to find monthly disbursements data for the U.S. Treasury? Offshore?
  + - What if you wanted to see the data organized differently?
    - How would you want to organize this data?

**Site Header – ask sometime throughout interview as user is scrolled down on the page**

* Would you find it useful to have a sticky site header?

**Close (2 min)**

* Are you interested in participating in future studies?
* Is there anyone else you recommend we speak with to get more insight on this website?
* Thank you for your time. Your insights have been helpful to us in understanding how we might improve processes around sharing disbursements data. If there is additional information that comes to mind that you think might be helpful please feel free to reach out to myself via email.