**Background**

We want to test the usability of the redesigned onrr.gov.

**Goals**

* Learn about any usability issues in the design.
* Gauge whether the new design is effective at allowing users to complete their tasks.

**Method and Desired Participants**

Over the course of a few weeks, we would like to interview at least 9 participants from the following user groups for 30 minute 1:1 interviews. We will focus on people who actually use the site because they will have real questions that they look for the site to answer. We would like to get a mix of participants from across all the user types.

* New Reporter
* Production Reporter
* Royalty reporter/payor
* Solids reporter/payor
* ONRR customer service rep
* Inquisitor
* Resource owner (tribe, IIMO)

**Recruitment Strategy**

In order to recruit research participants from our target user groups, we will contact people who we either know or suspect have used our site. We will recruit internally from ONRR and externally.

**Test Assets**

Prototype: <https://qmcq5k.axshare.com/#id=e1wh3o&p=home_v3&dp=0>

**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 understand what questions or goals people have when visiting our site and how they use it to accomplish their goals.
* External users: if you have not done so yet, 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

**Background info (15 min)**

* Tell me a little about your role. What are your daily responsibilities?
* How have you used our site (onrr.gov) before?
* How often do you use it?
* When was the last time you used it?
  + What was your reason for coming to the site?
  + Did the site help you meet your goal?
    - What would have made it easier to meet your goal?
  + What other resources did you use?
* When else have you used it?
* How does the information you get from our site fit into your overall process?
  + How do you use the information you get from our site?
  + Do you download the information? If so, what do you do with it?

**Prototype testing (15 min)**

Please start the ONRR homepage and walkthrough your process of using the site on a typical visit. We’re testing the site design we’re not testing you. There are no right or wrong answers. Not everything will be clickable because it’s a new design – in those cases I may ask you what you would to expect to happen if it was fully functioning.

* That task you told me you completed with onrr.gov. Why don’t you go ahead and do that using this redesigned version of the site.
* What other tasks would you do on the site? Do one of those.
* Canned tasks, if needed:
  + Where would you go to report production (OGOR)?
  + Where would you go to report royalties (2014)?
  + Where would you go if you were a new reporter or training a new reporter on your team?
  + Any files that you download?
  + How have you used the handbook and training information?
  + Have you ever come to the site to find a point of contact? Where would you go to find that information here?
  + Where would you go to pay?
  + Where would you go to review updated prices of specific resources?
  + What would you do if you received a letter about an audit?
  + Show the How Valuation Works page: What do you think of this? Does it match how you think about valuation?
* If we have time show:
  + <https://qmcq5k.axshare.com/#id=1t0m2d&p=how_leasing_works>
  + <https://xd.adobe.com/view/6b7d6581-992f-46a5-8d72-035d26beb875-3e2e/>

**Close**

Are you interested in participating in future studies? Do you have any other specific areas of the site (or data elements) that you’re interested in providing your feedback on?

* Is there anyone else you recommend we speak with?
* Thank you for your time. Your insights have been helpful to us in understanding how we might improve our site. 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.