**Background**

We want to discover what the level of understanding ONRR employees have of 508 compliance and what we need to make all ONRR resources 508 compliant.

**Goals**

* Learn about what ONRR employees know about 508 compliance
* Learn about what questions ONRR employees have about 508 compliance
* Learn about what ONRR employees who require 508 compliant materials need

**Method and Desired Participants**

Over the course of a few weeks, we would like to interview at least 20 participants from the following user groups for 30 minute 1:1 interviews. We will focus on a broad range of ONRR employees because 508 compliance is relevant to everyone in the organization. We would like to get a mix of participants from across all the user types.

* ONRR management and leaders
* ONRR employees who work to make documents accessible
* ONRR employees who aren’t familiar with 508 compliance
* ONRR employees who require 508 compliant materials

**Recruitment Strategy**

To recruit research participants from our target user groups, we will contact people from the above user types.

**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 the best way to make ONRR content inclusive for all ONRR employees.

**Background info and user type filtering questions**

* Tell me a little about your role. What are your daily responsibilities?
* Have you heard of ONRR’s 508 compliance initiative?
* Tell me what you know about 508 compliance.
* What do you think of when you hear the term 508 compliance?
* What questions do you still have about 508 compliance?
* Are you interested in learning more about how to make ONRR inclusive?
* Do you require materials that are 508 compliant?

**Managers and Leaders**

* Tell me a little about your role.
* Have you heard of ONRR’s 508 compliance initiative?
* Tell me what you know about 508 compliance.
* What do you think of when you hear the term 508 compliance?
* What questions do you still have about 508 compliance?
* How does the 508 compliance initiative affect your team?
* Have you assigned specific team members to be handle 508 compliance?
  + How did you decide who to assign?
* What documents have you worked on to make 508 compliant?
* What content does your team produce?
  + Documents?
  + Hold meetings?
  + Create videos?
  + Work in excel?
  + Create or give presentations?
  + Web content?
* What resources do you need to help your team create 508 compliant content?
* Do you currently use any resources to create 508 compliant content?
* Do you have employees that need 508 compliant content? Can you share any difficulties they have had with content?
* What questions do you have about 508 compliance?
* Where would you go for resources?

**Employees who update onrr.gov or onrresource content**

* Tell me a little about your role.
* What content do you update? For onrr.gov or onrresource?
  + Does anyone else on your team help?
  + Documents?
  + Excel?
  + Websites?
  + Presentations?
  + Video?
* What resources do you already use to create 508 compliant materials?
  + How did you find out about them?
* How did you learn how to create 508 compliant materials?
* Have you done any formal training?
  + How did you learn about the training?
* Where would you go for resources to learn more?
* Who would you ask if you had questions?
  + Is it easy to know who to ask if you have a question about 508 compliance?
* What questions do you have about 508 compliance?
* Where would you go for resources?

**Employees unfamiliar with 508 compliance**

* Tell me a little about your role.
* Have you heard of 508-compliance?
* Do you think you might need to learn more about it?
* Is there anything that you work on that you think might need to be 508 compliant?
* What questions do you have about 508 compliance?
* Where would you go for resources?
* Who would you ask if you had questions?
  + Is it easy to know who to ask if you have a question about 508 compliance?

**Employees that require 508 compliant materials**

* Do you require materials that are 508 compliant?
  + - What materials are most important to you?
    - What do you use to access ONRR materials and resources?
    - Do you use adaptive technology? What do you use?
    - Do you have difficulties participating in ONRR meetings?
    - Do you have difficulties accessing ONRR materials?
      * Presentations?
  + Documents?
  + Videos?
  + Excel?
  + Websites?
    - Are you able to use ONRResource? Do you use it as a resource? How could it be more accessible?
    - What is frustrating about participating in ONRR’s meetings?
    - What works well?
    - What materials are easiest/hardest to access?
    - What is the most important thing for ONRR to change in terms of adaptability?
    - Where do you go for resources?
    - Where do you go when you have questions or need assistance?
    - Who do you ask when you have questions or need assistance?
    - Is it easy to find someone to ask for assistance?
    - Do you know who to ask if you need assistance?

**Everyone - ONRResource**

* Do you user ONRResource?
* How do you use it?
* How often do you use it?
* Would you use it to find 508 compliance resources? If so, what section would you expect it to be in?

**Close**

* Are you interested in being a part of the 508-compliance initiative?
* Are you interested in participating in future studies?
* Do you have any other specific areas 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 can improve ONRR for everyone. 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.