**Background**

Implement a plan to test a new design for the contacts section of ONRR.gov. The current contacts section is not easy to navigate and does not allow users to find the correct ONRR employee with ease.

**Goals**

* Learn about any usability issues in the design.
* Assess whether the new design is effective at facilitating users to complete their tasks from accessing the correct contact information.

**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. This method also includes information from a prior study to complement this study’s desired goals.

New Reporter

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

**Recruitment Strategy**

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](https://qmcq5k.axshare.com/" \l "id=e1wh3o&p=home_v3&dp=0" \t "_blank)

**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](https://forms.office.com/Pages/ResponsePage.aspx?id=urWTBhhLe02TQfMvQApUlE9F1z2Bp09BtvG20Q-ttkpUOTFXNFJENDEwQVQ1Q1ROMVlWOTRaUEo1TyQlQCN0PWcu) 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?
    - What do you mainly use it for?
    - How does it fit into your overall process?
* Have you contacted us before?
  + - What did you need help with?
    - How did you figure out who to contact?
    - Was the person you contacted the correct person to answer your question?

If not, did they direct you to the correct person?

* Have you used the contact page online?
  + How often do you use it?
  + What could’ve made it easier to meet your goal or task?
    - Can you tell me what tasks have been easiest to accomplish while using the contacts page?
    - What task took the most time to complete?

**Prototype testing (15 min)**

Please start at 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 needed to contact us about.  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:

Contacts

* Where would you go to call with a problem with a lease?
  + - Where would you go to get help with a password issue?
* Where would you go if you were onboarding a new reporter or training a new reporter on your team?

Other parts of the site:

* Where would you go to report production (OGOR)?
* Where would you go to report royalties (2014)?
* Any files that you download?
  + - * Are all the files relative to your task, all under the same section of the contacts page? Or do you have to navigate elsewhere online?
* How have you used the handbook and training information?
* 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?

**Close**

* Are you interested in participating in future studies?
* 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.