**Background**

We want to test the usability of the redesigned onrr.gov. We want feedback on the built dev site to learn whether anything we didn’t anticipate will cause problems for users.

**Goals**

* Learn about any usability issues in the built site.
* Gauge whether the new site 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.

* Subject Matter Expert
* Reporter
* Inquisitor
* Partner

**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**

Dev site: <https://dev-onrr-frontend.app.cloud.gov/>

**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.
* We have already tested the wireframe/prototype of the new website, and SMEs have given their final approval on these dev site designs.
* Our team’s goal for this final study is to make sure the dev site meets user needs and expectations. We would like to get one last round of feedback before going live.
* External users, this study is for onrr.gov only. We do not manage eCommerce or WebCenter Poral.
* 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 <https://forms.office.com/Pages/ResponsePage.aspx?id=urWTBhhLe02TQfMvQApUlE9F1z2Bp09BtvG20Q-ttkpUOTFXNFJENDEwQVQ1Q1ROMVlWOTRaUEo1TyQlQCN0PWcu>

**Background info (15 min) (if not a previous participant)**

* Tell me a little about your role. What are your daily responsibilities?
* How have you used our site (onrr.gov) before?
* Name a task you regularly complete with onrr.gov.

**Prototype testing (15 min)**

Please start the ONRR homepage and walkthrough your process of using the site on a typical visit. Please think out loud and share your thoughts while you’re navigating the site. We’re testing the site design we’re not testing you. There are no right or wrong answers.

* 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. (Repeat until we run out of tasks.)
* Canned tasks, if needed:
  + Take a look at the homepage and tell me what you can do on this site.
    - Ask follow-up questions from there.
  + Contact us –
    - Direct them to the troubleshooting guides
    - Contact us icon
  + Valuation Examples
  + Glossary
  + Event Calendar
  + New Reporter Checklist
  + Rulemaking (or DRL) Table
  + Handbooks

**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.

<https://portal.onrr.gov>

<https://onrrreporting.onrr.gov>