**Context**

**Test Assets**: <https://onrr.gov/references/valuation?tabs=pricing,indian-gas-index-zone>

**Background & Scope**

For this study, we are gathering user research on the pricing tabs and tables, found on the Valuation and Pricing page of onrr.gov.

Since the site’s launch in November 2022, we’ve received user emails indicating confusion on using filters. The ODDD team found potential design issues with this page, as well as a bug causing display issues. The design issues include the difference in data display between tabs and tables, sort function for columns, and settings that remain active (or not) as a user moves through the tabs.

The questions and tasks for this study will focus on table use and second level tab navigation for the pricing page. While the study might also result in useful data on how users navigate to the pricing page or other aspects of onrr.gov, that is not included in the primary goals of this study.

**Goals**

We want users to be able to find the prices they need without contacting us. To reach this goal, the objectives of this study are to:

* Understand if the pricing page design and navigation is intuitive
* Understand how users are trying to clear the filters and how we can improve that process

**Method and Desired Participants**

Over the course of a few weeks, we aim to interview at least **5 users** for a 30-minute, 1:1 interview. Since this is a previously reported UX problem by specific users of this page, our participants will be limited to known users.

**User Types:** Industry Reporters, Technical SMEs, & ONRR’s Partners.

**Recruitment Strategy**

We will recruit contacts in our research pool and from Market and Spatial Analytics (MSA).

# Interview Guide (approx. 20 min)

## **Intro**

[Introduce yourself and your role on the team if this is someone you haven’t worked with before]

Thank you for taking the time to take part in this research study. I will be conducting the interview, and my teammates in this call will be listening in to take notes and observe. They may have follow-up questions for you as we move through the interview.

Our goal is to understand how you use the pricing tables and gather any additional input that might help us improve that process.

And I just want to reiterate that you are here entirely voluntarily and you have the option to end the interview at any time.

Do you have any questions before we get started?

**Let’s start by having you share your screen and open onrr.gov**

* How do you use the pricing page on onrr.gov?
  + How often do you use this page? Or how often do you expect to use this page? (Are you copy and pasting, screenshot? Download?)
* What prices were you looking for?
  + How easy was it to find those prices?
    - Can you tell us where you ran into trouble?
  + Did you need to contact someone from ONRR to help?
    - If so, who did you contact?

## **Task – Based Questions**

Now I’ll ask you to show me how you use the site by completing a few tasks. As you move through the website, I ask that you think out loud, or tell me why you’re clicking where. And I want to reiterate there’s no right or wrong answer while completing the tasks. If you’re having trouble, it’s a problem with the website that ODDD needs to improve.

* Please start from ONRR.gov - the homepage - and show me how you get to the prices.
* Please find the [FILL IN TAB/PRINCING TABLE THEY SAID THEY USE IN OPENING QUESTIONS] price for [month/date from that table].
* If you had to look for a different date/zone, can you show me how you would do that?
* Can you clear your selections on this table?
* And now sort the table by year
  + [OR SORT BY SOMETHING RELEVANT TO THEM]

Thank you for that. I have a couple questions about how you use the tables. Since we’re on this page – feel free to show me anything that helps in your answers.

* Is the tab layout easy to use and understand?
* Do your tasks require moving between tabs?
  + [For MSA – do other users move between tabs? Is there a use case for needing the data on more than one tab?]
  + [Or use different “prices”/”zones”/etc - use terminology that this user has said so far – or if you say tabs and they seem confused, try another term]

We’re about done - Do any of our notetakers have follow-up questions?

## **Close**

That’s it for looking at the website – I have a few closing questions before we end our session.

* 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? [optional to ask this – depending on the time and how helpful they are]
* Is there anyone else you recommend we speak with for this or future user studies?

Thank you for your time. Your insights are really important for helping us improve onrr.gov. Even though it launched recently, we still want to continue making it more user friendly.

If there is additional information that comes to mind that you think might be helpful, please feel free to reach out to ODDD team via email.