**User Research Questions**

Some initial thoughts - this is not meant as a script, merely to guide the conversation and give a general sense of what we want to ask.

The goal of these interviews is to get a sense of the following key issues so that we can inform how we develop the tool.

* Introduction
  + Explain purpose/scope of project
  + Express appreciation for participating
* User Background (Goal: understand the user to better design a tool for their skills)
  + Can you briefly describe your background?
  + How comfortable are you technically?
    - If comfortable, what languages/tools?
  + How did you first hear about in the OMF? How did you get involved?
* Usage Background (Goal: understand the general sort of questions the users are interested
  + Can you briefly describe your research?
  + What kind of questions do you try to answer in your day-to-day work?
    - What kinds of questions do you find easy to answer?
    - What kinds of questions can you answer, but take some time / effort to collect data / information?
    - What kinds of questions would you like to answer but cannot because you do not have access to resources to get the data / information you need?
  + Can you describe your interests in OMF data?
  + Who do you think currently uses OMF data?
* Current Tool Usage (Goal: understand how the user currently uses the tools and data provided by OMF)
  + How do you currently use OMF data? What questions do you attempt to answer with the OMF data?
  + How do you currently use the tools provided by OMF?
  + What aspects of the tool do you find the most useful?
  + What visualizations do you make with the data?
  + How do you visualize the data?
  + Do you incorporate other datasets in conjunction with OMF data?
* Usage Gaps (Goal: understand how the user would like to use the data but can’t, and what can be done to better serve the user)
  + \*PRESENT LIST OF QUESTIONS\* On a scale of 1-5, please rate how useful you think each question is.
  + What visualizations/data cuts do you wish were more accessible?
  + How do you weigh access to easy visualization vs. easy access to data?
  + What do you think can be done to make OMF data more accessible/useable?
  + Who do you think is an untapped audience for the OMF data?

OMF User Research Interview - Jared, Legislative Aide for Colorado Senate

**Notes**:

*- What do you do and how do you use as OMF?*

~ Archive.org and rip videos down, edit videos from Youtube

~ Put videos on Senator’s Youtube page; if he says something interesting about a particular bill, select that thing

~ Knows about issues a priori and when he’s going to say it; goes through and finds when the senator says what he says

~ Getting stuff senator says and pushing that to his constituents as efficiently as possible

*- Current challenges with a workflow?*

~ Difficult to download videos off of Youtube Live … has to wait a little while broadcast transitions from “Youtube Live” to downloadable

~ Doesn’t know how fast Archive.org operates; lesson to take from this: some people want this stuff relatively quickly after a meeting ends

*- What are some things you’ve seen that you’ve found useful or you believe would be useful?*

~ Mentions CSPAN and blurbs that come up as inspiration

~ Mentions looking in the past for previous mentions of a particular topic; helps in research for topics to track previous opinions and votes and say things like “we have been consistent in voting for or against x/y/z”

*- Do you prefer visualization or download of information?*

~ Visualization is good, but accessibility to data via structured table (shareable or digestible)

~ Visualization surfaces video (session / topic), bill number, and time at which it was discussed in the video

*- As a constituent / citizen, what would you be interested in?*

~ hot-button topics are hyperlinked .. how can we make the data accessible?

~ want to know WHO is talking about what too

~ don’t want to sit through the meeting

~ good for media; don’t want to wade through video; want to share that immediately with the media

*- What do constituents ask about?*

~ Bills on TV (national popular vote, human sexuality, safe injection sites)

~ Big social issues: Guns, healthcare and health insurance, education

~ Most have a position, most ask “will senator vote this way” or “vote this way”

~ Most constituents express concern about how people are voting versus what they are saying

~ Constituents sometimes call and ask officials to advocate, but that happens much less than people wanting to know if people will vote a particular way about a particular bill

*- What is the goal of elected officials in their floor speeches?*

~ Convince colleagues, etc to vote in a particular way

~ Explain chain of reasoning, sources that they used to come to a particular conclusion about an issue

- *Why is the record important to a constituent?*

*~* Good to know what official’s rationale is behind their particular vote

~ Nice to show this to constituents (independents? polarization? combat confirmation bias)