

PRA.gov Testing the MVP Round 1

Technology needs: Participant needs to be able to share screen.

OIRA: Ideally one officer will sit in on each testing session

Links:

[PRA.gov Federalist Site](#)

[Contact Option 1](#)

[Contact Option 2](#)

[PRA process diagram](#)

Options:

Google Meet

Appear In

GSA Connect (if we must)

Participants: 6-8 PRA users at government agencies (novice to expert) and OIRA desk officers who did not participate in the Design workshop

Background: 18F and OIRA are collaborating to build a site through the 10x funding source that will provide basic guidance on the PRA and demystify the clearance process for government employees who use the PRA in their work.

Learning goals:

Content Comprehension

Do users understand the content?

- Which concepts/terms are confusing?
- Which concepts/terms are crystal clear?

Site Navigation

Does the sitemap fit the users' real mindset?

- Can they find what they are looking for?
- What site navigation changes need to be made?
- What works and doesn't work about the way the information is organized?

Glossary

Is the glossary doing its job?

- Can users easily access terms they're unfamiliar with in the glossary?
- What terms are missing?

Contact Page

Do users feel like they can get the help they need from these resources?

- Can users find the contact page?
- Is the contact page clear and easily understood by users?
- How will users use the page?
- Who do they prefer to contact for additional assistance?

Process Diagram

Does this diagram explain the steps in the PRA process to users?

- What's confusing?
- What's clear?
- What's missing?

Script:

Hello, my name's Qituwra Anderson and I'm going to walk you through today's session. As I mentioned over email, my office is currently working with OIRA to develop PRA.gov. The site aims to provide basic guidance on the PRA and demystify the clearance process for government employees who use the PRA in their work. We are conducting research to get feedback on some of the content we intend to use on the site as well as the site's navigation structure. Joining us today is my colleague _____ who will be jotting down some notes during our session. Also joining us is OIRA desk officer _____ who is sitting in to learn more about the user research process. I'd like to begin by thanking you for making time to speak with us. Your feedback is valuable, and will help us determine where we need to make adjustments so that our site can be as helpful as possible to folks who will use it for PRA guidance. Just to confirm, we'd like keep this session to 1 hour. Does that still work for you?

Great. If you need a break or to stop at any time, please let me know.

During this session, I'll start by asking you a few questions prior to asking you to complete a few tasks using the site and the content from the site. I'll ask you to share your screen as you accomplish these tasks.

Disclaimer: Please bear in mind that the site has not gone through OIRA's clearance process and as such the information you are about to see should NOT be used as official guidance. This site is for testing purposes only. Do you agree not to refer to this test site for official PRA guidance?

Please be aware that there are no wrong answers. In fact, this is probably the one place today where you don't have to worry about making mistakes! As you go about completing the exercises I'll ask you to think aloud as much as possible: to describe what you're looking at and what you're trying to do. This will be a big help.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the tool, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

Great. Do you have any questions for me at this time? Ok, let's get started.

I'm going to start with a few preliminary questions. Remember there are no right nor wrong answers:

Part 1: Pre-Testing Questions

1. Tell us about the work you do related as it relates to the PRA.
2. How much experience do you have working with the PRA?

Part 2: Content Comprehension/what needs to be added to the glossary

[PRA.gov Federalist Site](#)

We want to understand which terms and/or concepts users find confusing so that we can ensure the guidance on the site is easy to understand and follow. Share your screen with us. Go to the Federalist Site link in your email.

Read the content on the home page. You can read to yourself or out loud - whichever you prefer. As you're reading, talk aloud to us about the terms/concepts that you find confusing.

Read the content under Do I need clearance? You can read to yourself or out loud - whichever you prefer. Take as much time as you need to read for comprehension. As you're reading, talk aloud to us about the terms/concepts that you find confusing.

(Send Cloze Test)

Cloze Test -

Now we would like to check how well we did with explaining concepts in a way that is easy for folks to understand. Remember you're not being tested, we're testing ourselves and hoping the information you'll provide us during this exercise will help us improve the site's content. Open the email titled PRA.gov - How did we do with our word choice. To the best of your ability and without looking at the guidance you just read - fill in the blanks with the appropriate word choice. If you don't know what word belongs - take a guess - we're not looking for the exact word used

in the guidance. If you have no idea - please fill in (don't know) When you're done - send that email back to me with your responses.

This needs content

Part 3: Site Navigation Feedback [PRA.gov Federalist Site](#)

We want to understand what your experience finding PRA related information on the site might be like. This will help us to make adjustments where needed in order to ensure that real people who use the site are able to find the information they need quickly and easily. As much as possible talk aloud about where you expect to find specific pieces of information and your experience navigation the site to find them.

Where would you expect to find information on _____.

Would you please find it on the site. As you locate the information you're looking for, talk aloud about your experience. Are there particular pieces of information that you would say are easy to find? Difficult?

You think your clearance qualifies for fast track approval, where would you go to find out if that's true?

When does the PRA apply to a form conversion (i.e. converting a paper form to an online form)

Where can I find an example of a supporting statement?

Does the PRA apply to my collection?

Are there opportunities for PRA Training?

Is my request exempt?

What types of information trigger the PRA?

What happens if I don't comply with the PRA?

Which agencies have to comply with the PRA?

Where can I find an example of an emergency clearance?

Part 4: Glossary Feedback [PRA.gov Federalist Site](#)

In this next part of our session - we want to see how you use the site to get help defining PRA related terms. Talk aloud as much as possible about what your experiencing as you complete the tasks.

If you didn't understand a term - where would you go for help?

Find a definition for burden hours

You want to know whether or not contractors count as “the public”, show us where you’d go to find that information

Part 5: Contact Page [Contact Page](#) [Contact Page with Search](#)

Take a look at the two pages? Which do you prefer? Why?

Is it helpful for them to know which office to go to in their agency? Who would they want to contact? Do the users understand that they need to enter their agency to search?

If you needed help from a human and you wanted to use this site, where would you go?

Look over the page, what are your initial thoughts about the page?

Search page only - what would you type in the search box

What do you understand to be your options for getting help based on this page?

Who would you contact first, if you needed additional assistance?

What if anything, is confusing about the page.

What’s clear?

What would this page look like in a perfect world?

Part 6: Diagram

[PRA process diagram](#)

What are your initial thoughts?

What would you use this diagram for?

At which points in the process is the agency involved? The public? OIRA?

How long does it take OMB to issue a decision?

In the coming weeks, we will have more pieces of the site in development that we’d like to get feedback on. Is it ok if we reach out to you again to participate in another feedback session?

