

## Usability Testing PRA Guidance Sprint 5

Hello, my name is Quinn/Michael/Nick and I'm going to walk you through today's session. As Christine mentioned over email OIRA is currently working with 18F 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 the site with the hope of making it as helpful and easy to use as possible. Joining us today is my colleague Quinn/Michael/Nick who will be jotting down some notes during our session. These notes will only be shared with the PRA.gov team and used to improve the site. Also joining us is Qituwra, a UX Researcher from 18F. 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.

Everything you share with us today will remain anonymous. If we do want to attribute a quote directly to you we will come back and get your permission first before doing so.

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?

### Learning Goals:

- How would users describe the feel of the site? - done
  - Did we meet the goals of the site principles?
  - Are users describing the site in ways we don't want?
- Is the contact lookup easy to use?
  - Is this interface usable?
  - Does it register as a search?
  - Does the search work as expected?
  - Is it clear when agency information is *not* available?
  - And, is the information valuable
- Do users know who authored the content? done
- Who do users think the site is for? done
  - Federal employees or the public
  - If it's for feds, which groups would use the site?
  - What about the site tells you who its for?
- Is it clear when you are searching to Glossary vs the site? done
- Is the sidenav easy to use and understand? done
  - Can the user use the sidenav to determine:
    - Where they are
    - What other content exists on the page they are on
    - That there are separate, related pages they can navigate to
- 7. Are links clearly identifiable as links? done

### Test Script:

#### Part 1: How would users describe the feel of the site?

- Take a look at the homepage and click around on your own. What words come to mind when you see it?

In case users say what do you mean?

- Trusted
- Confusing
- Helpful
- Outdated
- Intuitive

- Confusing
- Holistic
- Official
- Easy to navigate
- Difficult to navigate
- Easy to understand
- Difficult to understand

**Part 2: Is the contact lookup easy to use?**

- If you were looking for agency specific PRA contact info, where would you go to find that information?
- What would you use the contact page for?
- Search for the contact information of GSA's PRA experts
  - Did you find the information you were searching for? Is it useful/helpful? Is anything missing? Is there information you wish was here but isn't?
- How is the experience of using the search box?
- Look up agency information for the FBI
- Did you find the information you were searching for?
- What do you think the "Get PRA help" section is for? How would you use it?

**Part 3: Do users know who authored the content?**

- Is it clear who owns the site? Who wrote the content? Feel free to look around to find this information.
  - What agency is OIRA part of? Which agency is responsible for the site.
- Browse the site. How do you feel about relying on guidance from the site?

**Part 4: Who do users think the site is for? Feel free to browse the site to help answer that question.**

- Who do you think would find the site useful?
- Who do you think it's for?
- How would you use the site?

**Part 5: Is it clear when you are searching to Glossary vs the site?**

- Where you go to find out what a desk officer is if you didn't know?
- What is the text box on top for? When would you use it?

**Part 6: Is the sidenav easy to use and understand?**

- Go to the Do I need clearance section. What do you think will happen if you click:
  - What type of information are you collecting?
  - PRA and the web

- Without using the search bar, find information on converting forms from paper to digital. Talk out loud as you are navigating the site about how you are finding that information/what you are clicking on

**Part 7: Are links clearly identifiable as links?**

- Go to the clearance types section
- What is the difference between the blue text and the text with the yellow book next to it?
  - What does it look like you can click on that will take you to another page?
- What do you think will happen if you click the blue text? The text with the yellow book?

**Probing questions:**

Tell me more about that  
How do you feel about x  
Could you explain more...

**Part 8: Task Based Scenarios:**

For this part of our session. I'll give you a task to complete using the content on the site. Complete the task to the best of your ability and talk aloud about what you're experiencing, what's working well, what's confusing etc.

Scenario 1:

You need to administer a feedback survey to 100 contractors. Does the PRA apply to your task? If so, what type of clearance do you need?

Scenario 2:

You need to collect program evaluations within five months. You have heard that PRA clearance takes a minimum of six months. How do you complete your task within your agency's five month deadline?

Scenario 3:

You are changing a PRA cleared form from a paper format to an electronic format. You need to make some changes so that the electronic version of the form makes sense. Do you need PRA approval?

**Other Feedback:**

Take a look through the site again, is there anything you want us to know?

Anything confusing? Missing?

**Thank you!**

Thank you so much! We appreciate your feedback. We'll be doing another round of feedback sessions soon. Is ok if we reach out to you at that time to schedule another slot for feedback in the near future?