

PRA Prototype User Testing - Iteration 1

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

Options:

Google Meet

Skype for Business

Appear In

GSA Connect (if we must)

Participants: 8-10 inexperienced PRA users at small government agencies

Learning goals for [the PRA guidance tool prototype](#) :

- Do users understand the content?
 - Which concepts/terms are confusing?
 - Which concepts/terms are crystal clear?
 - How can we clear up the confusion?
- Are users able to navigate the tool?
 - Is this the best format for the information?
 - Can they find what they are looking for?
 - Does it fit the users' real mindset? (the way and order in which they think of the information they want to access?)
- Does the tool provide them the information they need for deciding whether or not to get a clearance and what kind?
 - What information does the user need to understand whether or not they need a clearance?
 - What type of clearance?
 - What information is missing?
- Does the tool change the users perception of the PRA?
 - What it is
 - Why it's valuable

Script:

Hello, my name's Qituwra Anderson/Elizabeth Ayer, and I'm going to walk you through today's session. As I mentioned over email, my office is currently working with OIRA and we are conducting research to better understand how we might develop resources that would make PRA information easily accessible and comprehensive for government employees whose work is guided by the PRA. Joining us today is my colleague Qituwra Anderson/Elizabeth Ayer who will be jotting down some notes during our session. I'd like to begin by thanking you for making

time to speak with us. Your feedback is valuable, and will help us determine if our guidance tool functions as intended. Just to confirm, we'd like keep this session to 45 minutes 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 taking a look at the guidance tool. Later on, I'll ask you to share your screen and accomplish a few tasks using the tool we're evaluating.

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 using the guidance tool, 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

Before:

1. Tell us about the work you do related as it relates to the PRA.
2. What do you understand to be the purpose of the PRA?
3. Describe the value or lack thereof of the PRA? (Do you find it valuable, important, purposeful, meaningful?) or How do you feel about the purpose of the PRA?
4. If you needed guidance on whether or not you needed a PRA clearance, what information would you hope to see in a guidance tool?
5. If you needed guidance on what type of clearance you needed, what information would you hope to see in a guidance tool?

Part 2: Home Screen Feedback

Please talk out loud about what you are seeing and anything you find confusing. It might feel strange, but it will help us understand where we need to make improvements and/or clarifications.

Talk to me about the home page.

What do you see?

What do the categories in black mean to you?

What information would you expect to find under ___(category name)_____ ?

What do you think is the difference between the guidance and the questionnaires?

How do you feel about the way the home page is organized?

What works well for you?

What doesn't?

What concepts/terms are unfamiliar to you?

Part 3:

Task Based Scenarios:

I'm going to give you a scenario and a task to complete. As much as possible, talk aloud about what you are thinking as seeing as you complete the task. What is working well? What is confusing? What information do wish was there but isn't?

Scenario 1: Do I need the PRA for my new IC?

You have been tasked with creating and administering a feedback survey to a group of 100 contractors who recently collaborated with your team on a project. You have heard of the PRA and you know that it's possible that you need to get PRA approval before administering the survey. You have never submitted an approval request and you aren't sure whether or not you need clearance to collect you data nor are you familiar with what type of clearance might apply to you.

Shortened version: 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?

Tasks:

1. Find out whether or not you need to submit a PRA request to complete your task
2. Find out what type of clearance applies to your task

Use the site to find this information. Remember to talk aloud about what you're seeing and learning as you use the site. What's terms and/or concepts are confusing? What information is missing?

Scenario 2: How not to trigger the PRA

You've been given five months to collect program evaluations for one of your office's programs. You've heard that PRA clearance takes a minimum of six months. You know that before you can submit a PRA request to OIRA, you have to get internal agency approval which could take months. You are concerned that going through the clearance will cause you to miss your deadline.

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

Task: Figure out how to collect the information you need within five months.

Use the site to find this information. Remember to talk aloud about what you're seeing and learning as you use the site. What's terms and/or concepts are confusing? What information is missing?

Scenario 3: Does my change trigger the PRA?

You are responsible for maintaining and collecting applicant forms for a grant program. As a result of policy changes within your agency you and your team need to make the paper grant applicant form accessible online. The form you have been using was cleared for the next 3 years just 1 year ago. You are planning to make changes so that the paper form makes sense in an electronic format. You are uncertain whether the changes you and your team plan on making to the form trigger the PRA.

Shortened version:

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 the form makes sense. Do you need PRA approval?

Task: Find out whether or not converting your form from a paper format to an electronic format will trigger the PRA.

Use the site to find this information. Remember to talk aloud about what you're seeing and learning as you use the site. What's terms and/or concepts are confusing? What information is missing?

Part 4: Post-Testing Questions

1. If you didn't already, read through the "About the PRA section".
2. What do you understand to be the purpose of the PRA?
3. Describe the value or lack thereof of the PRA? (Do you find it valuable, important, purposeful, meaningful?) or How do you feel about the purpose of the PRA?

4. What concepts and/or terms were unclear? Feel free to click back through to talk to us about those?
5. What concepts and/or terms were crystal clear?
6. Is there information you wish was there but wasn't? Feel free to look back through to answer this question.
 - a. Around what the PRA is and why it exists
 - b. Determining whether or not you need a clearance
 - c. Determining what type of clearance you needed
7. What questions remain unanswered?
8. How do you feel about the way the information was organized?
 - a. When you clicked on a title, were you presented with the information you expected?