

### Attachment 3: Testing Outline

- Background. Before we begin, let me give you some background for what you will be doing today. The Bureau of Labor Statistics is trying to improve the website that you use to enter SOII data. Our purpose today is to find out how easy or difficult the web survey is to complete and to identify ways to improve it. You can help us identify any problems, so please take your time completing it. I'm going to ask you to enter your SOII data from last year, and then complete some tasks on the SOII website. I'll also ask you some questions to get your feedback.
- Think aloud instructions. As you complete the survey, I would like you to think out loud to explain what you are doing and why. What I'm going to ask you to do is tell me what you're thinking as you complete the survey. It may feel strange at first, but it's a valuable way for us to learn about your experience as you move through the website. If you forget, I may remind you to think aloud as you work during the survey.
- SOII DJTR. Now that you understand what the survey is about, the next thing I'm going to ask you to do is complete the survey on the Internet. The email I sent last week has the website you will need, you'll need to go to that site now. *provide site and login information*
- I am going to ask you to complete several tasks on the survey site <<*tasks to be entered based on development*>>
- Debriefing questions. Now I have a few general questions to ask you about your experience completing the survey. *Non-scripted questions will be added based on testing observations and additional post-testing questions will be added based on tasks.*
  1. What would you say was the most difficult step involved in completing the survey? If you personally didn't have a problem, what do you think would be the most difficult step for others?
  2. BLS is now asking for respondents to tell us about both Days Away from work (Column H) and Days with Job Transfer or Restriction (Column I). What is your reaction to this?
  3. Did you have any trouble entering the Days with Job Transfer or Restriction information?
  4. Were there any places where the instructions could be improved or were needed?
  5. What are your general impressions of the online survey?