

MyUSCIS.gov website customer feedback

OMB control number 1615-0121

Expiration date 03/31/2018

Practice civics exam script

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

We're asking people to try using a Web site that we're working on so we can see whether it works as intended. The session should take about **[45]** minutes.

The first thing I want to make clear right away is that we're testing the site, not you. You can't do anything wrong here. And I'll warn you in advance that the site is not "finished". If something seems like it's not working right, note it to me, but try not to let it throw you off.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, 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. And if you need to take a break at any point, just let me know.

Do you have any questions so far?

[Browser should be at Google or a blank page.]

OK. Before we look at the site, I'd like to ask you just a few quick questions.

1. How do you primarily interact with USCIS? Online? On the phone? In person?
2. How often do you need to interact with USCIS?
3. What is your occupation?
4. What's that like? How do you spend your days?
5. About how much time per week -- both at work and at home -- would you say you spend using the internet? Browsing the web, email, watching video, anything counts here.
6. What are you doing for the bulk of that time?

7. Do you have any favorite sites? Things you do regularly?
8. Do you speak any languages other than English? If so, which ones?
9. [If yes] Which of those would you say is your first language?

[Change browser tab to the civics test home page]

1. Take a look around this page. Scroll around, move the cursor, but please don't click anything yet. I'd like you to speak out loud and describe for me what you're looking at, what you think it does, what you might use it for.
2. Okay, go ahead and dive into the test.
3. *[After participant starts test and sees first question]* Now please look around this page and describe to me what you think you're looking at and what you think will happen when you click.
4. Okay, go ahead and answer this question.
5. *[After first correct answer by participant -- but wait a moment for their reaction]* What changed on screen? What do you think of that?
6. What do you think of this section that was revealed when you clicked?
7. What kind of content do you expect to see in this section at the bottom?
8. When would you want to engage with that kind of content? Is this the right time to present it?
9. Please go ahead to the next question
10. *[After first incorrect answer by participant -- but wait a moment for their reaction]* What changed on screen? What do you think of that?
11. What do you think of this section that was revealed when you clicked?
12. What kind of content do you expect to see in this section at the bottom?
13. When would you want to engage with that kind of content? Is this the right time to present it?
14. Please go ahead and finish the exam.
15. *[When the review page is reached]* What's going on this page?
16. What content do you expect to see here?

[Track activities in the observer's guide. Note the key areas of interaction and flag them for follow up questions.]

Great, thank you. We'd like to discuss a little bit how that experience went for you.

1. Was this exam the right length? Would you expect it to be shorter? Longer?

2. What do you know about the real civics exam? How did this experience compare?
3. Do you think this helps prepare for the real exam?

[Check for follow-up questions from observers.]

Now that we're done, do you have any questions for us?

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