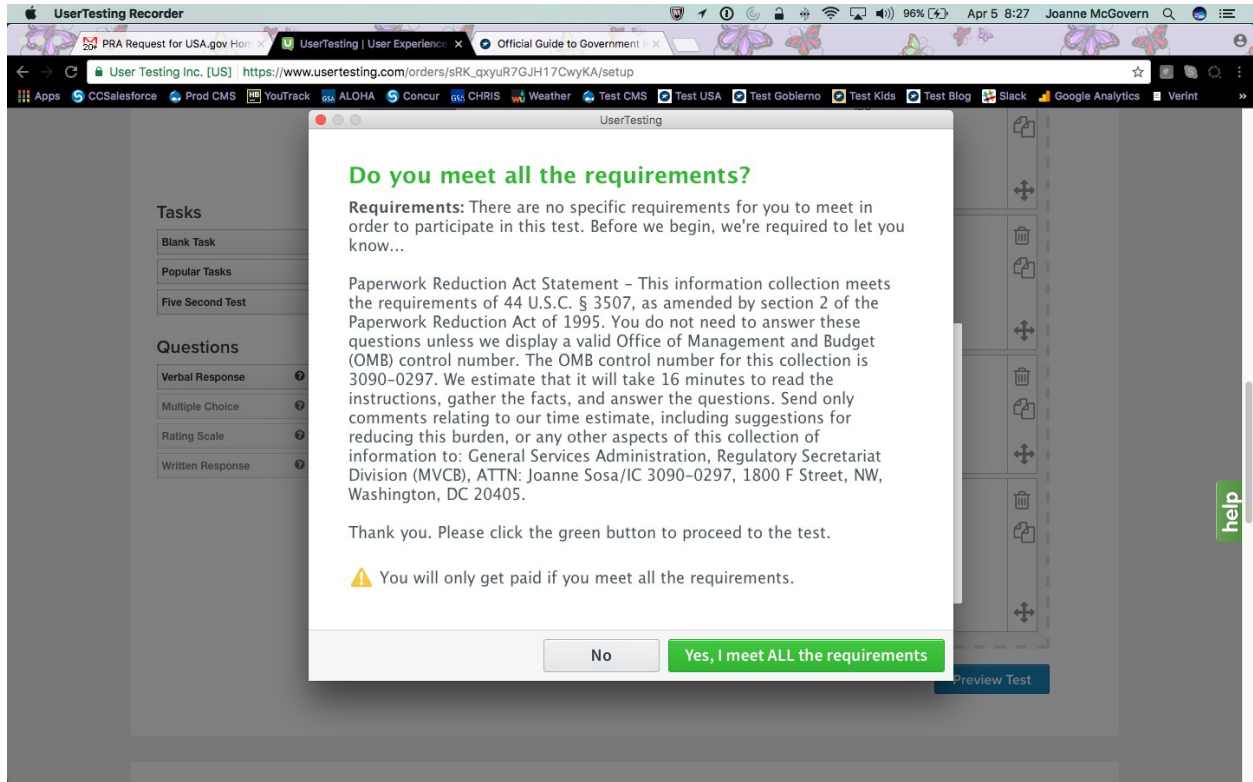


3090-0297-Instrument for User Test of USA.gov Home Page English Req-8

Desktop and Mobile resolutions.
Pre-Test PRA Statement

Desktop Resolution



Pre-Test PRA Statement

Mobile Resolution

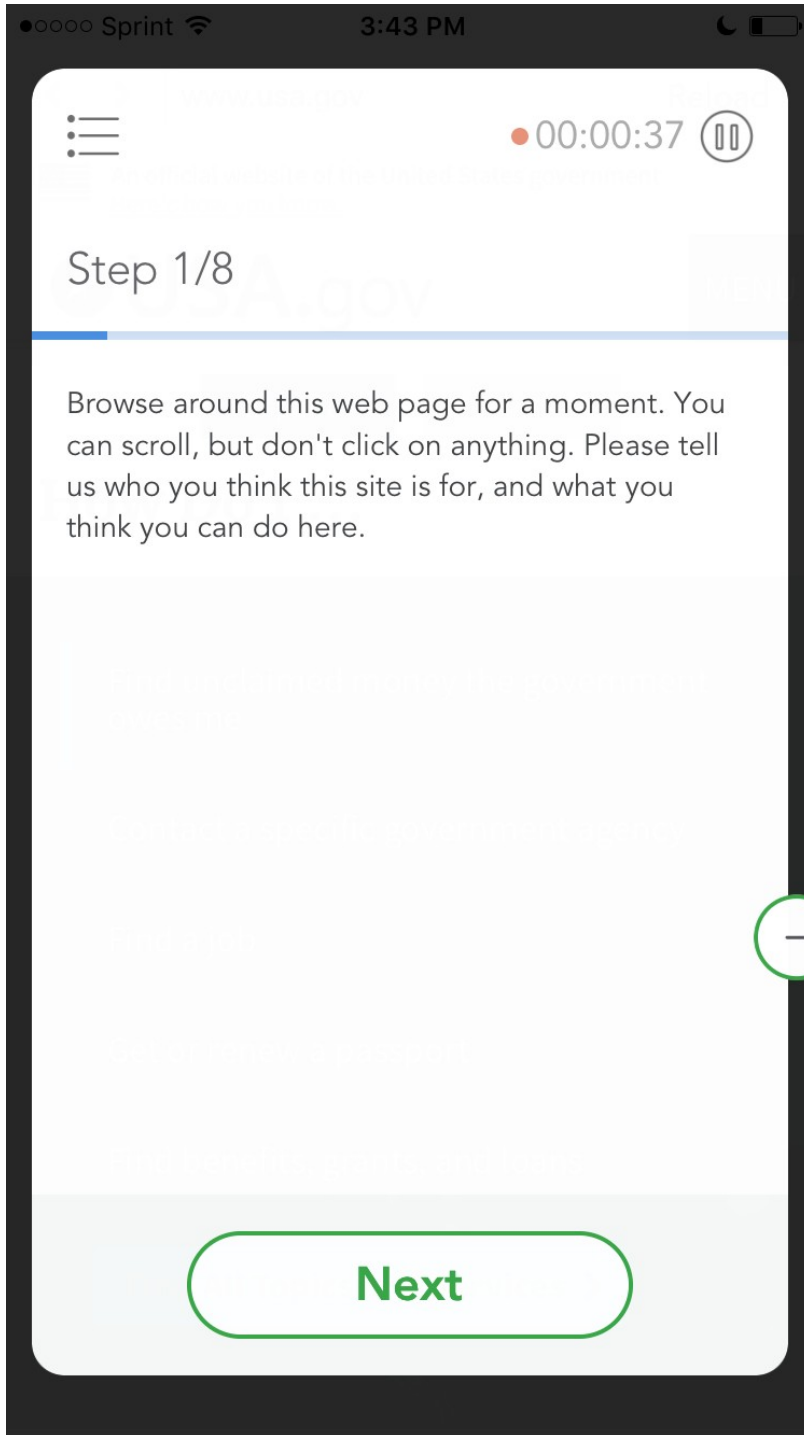
The screenshot shows a mobile application interface. At the top, the status bar displays 'Sprint', signal strength, Wi-Fi, and the time '3:41 PM'. Below the status bar is a navigation bar with a blue hamburger menu icon on the left and the text 'Tests For This Device' in the center. The main content area features a blue header bar with the text 'Website Test' on the left and 'NEW' on the right. Below the header, the text 'Instructions' is followed by the OMB No: 3090-0297 and the expiration date 07/31/2019. The main body of text explains the Paperwork Reduction Act Statement, stating that the information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. It notes that users do not need to answer questions unless a valid OMB control number is displayed. The OMB control number for this collection is 3090-0297. It estimates that it will take 16 minutes to read the instructions, gather the facts, and answer the questions. It requests comments relating to the time estimate, suggestions for reducing the burden, or other aspects of the information collection to be sent to the General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Joanne Sosa/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405. 2134133A. At the bottom of the notification, there are two buttons: a blue 'DECLINE' button on the left and a yellow 'ACCEPT' button on the right. The bottom of the screenshot shows the start of another blue header bar with 'Website Test' and 'NEW'.

1. Browse around this web page for a moment. You can scroll, but don't click on anything. Please tell us who you think this site is for, and what you think you can do here.

Desktop Resolution Scenario 1

The screenshot shows the USA.gov website on a desktop browser. The browser's address bar displays "Secure https://www.usa.gov". The page features the USA.gov logo, a search bar labeled "Search All Government", and a "Contact Us" link. A navigation menu includes categories such as "Government Agencies and Elected Officials", "Benefits, Grants, Loans", "Housing and Community", "Jobs and Unemployment", "Money and Consumer Issues", "Travel and Immigration", and "More Topics and Services". There are buttons for "Español" and "For Kids". A "How Do I ..." section lists several services: "Find unclaimed money the government owes me", "Contact a specific government agency", "Find a job", "Get or renew a passport", and "Find benefits, grants, and loans". A "Find All Topics and Services" button is also present. A "What's New" section is visible at the bottom. A "Back to Top" link is located in the bottom right corner. A UserTesting Recorder overlay is positioned in the top right corner, displaying "Recording" status, a timer at "00:25", and a "Next" button. The recorder's text reads: "Browse around this web page for a moment. You can scroll, but don't click on anything. Please tell us who you think this site is for, and what you think you can do here." A "Keep Open" checkbox is located below the recorder's text.

Mobile Resolution Scenario 1



2. You're really interested in politics and you can't wait to register to vote when you turn 18 next month. Where would you look to find information about registering to vote?

Desktop Resolution Scenario 2

The screenshot shows the USA.gov website interface. At the top, there is a navigation bar with the USA.gov logo, a search bar labeled "Search All Government", and a "Contact Us" link. Below the navigation bar, there are several menu items: "Government Agencies and Elected Officials", "Benefits, Grants, Loans", "Housing and Community", "Jobs and Unemployment", "Money and Consumer Issues", "Travel and Immigration", and "More Topics and Services". There are also buttons for "Español" and "For Kids".

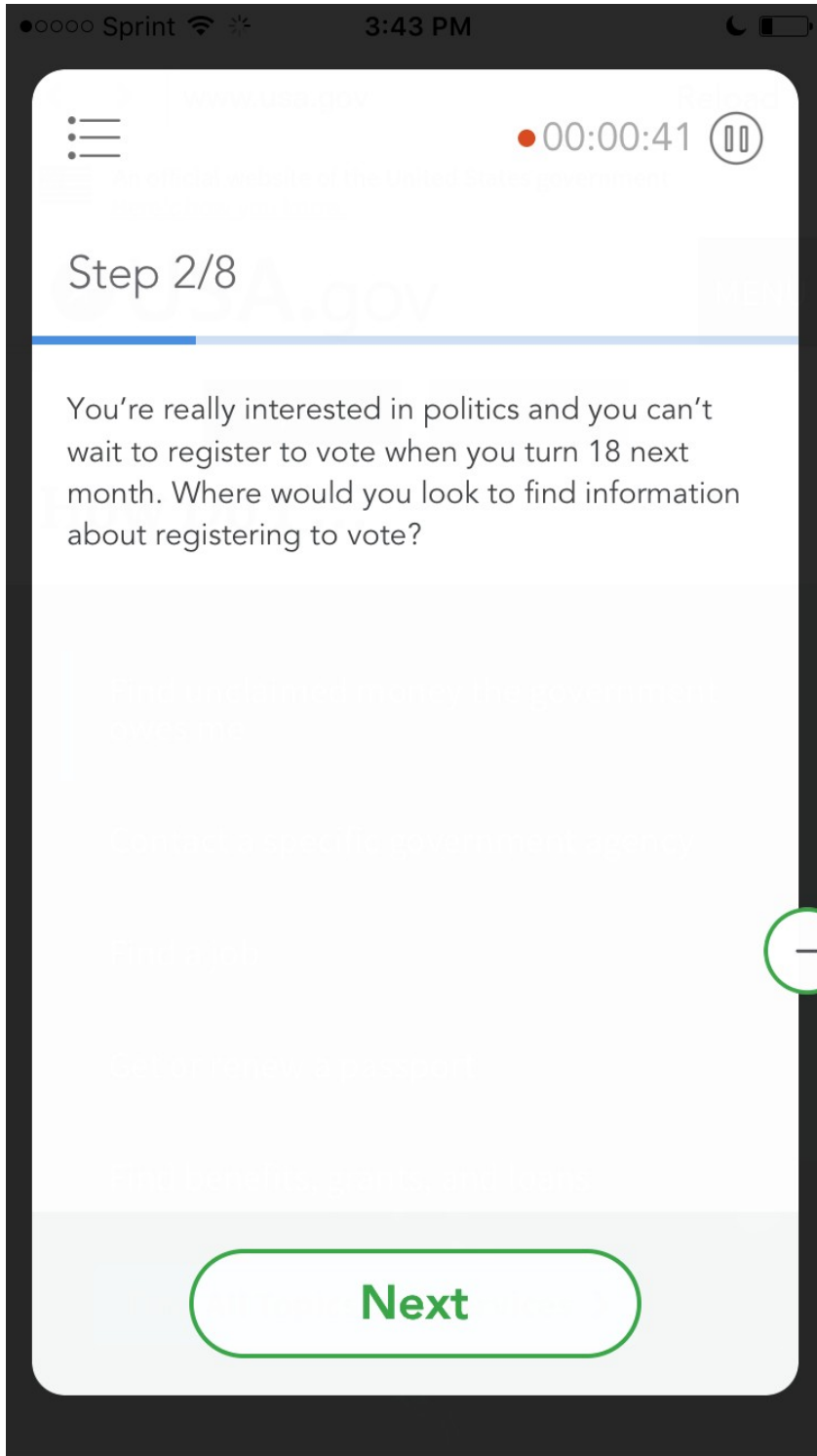
The main content area features a "How Do I ..." section with a list of links: "Find unclaimed money the government owes me", "Contact a specific government agency", "Find a job", "Get or renew a passport", and "Find benefits, grants, and loans". A blue button labeled "Find All Topics and Services >" is positioned below these links.

A dark blue box on the right side of the main content area contains the text: "USA.gov is your online guide to government information and services. Learn what you can do on this site >".

At the bottom of the page, there is a "Back to Top" link with an upward arrow icon and a "What's New" section header.

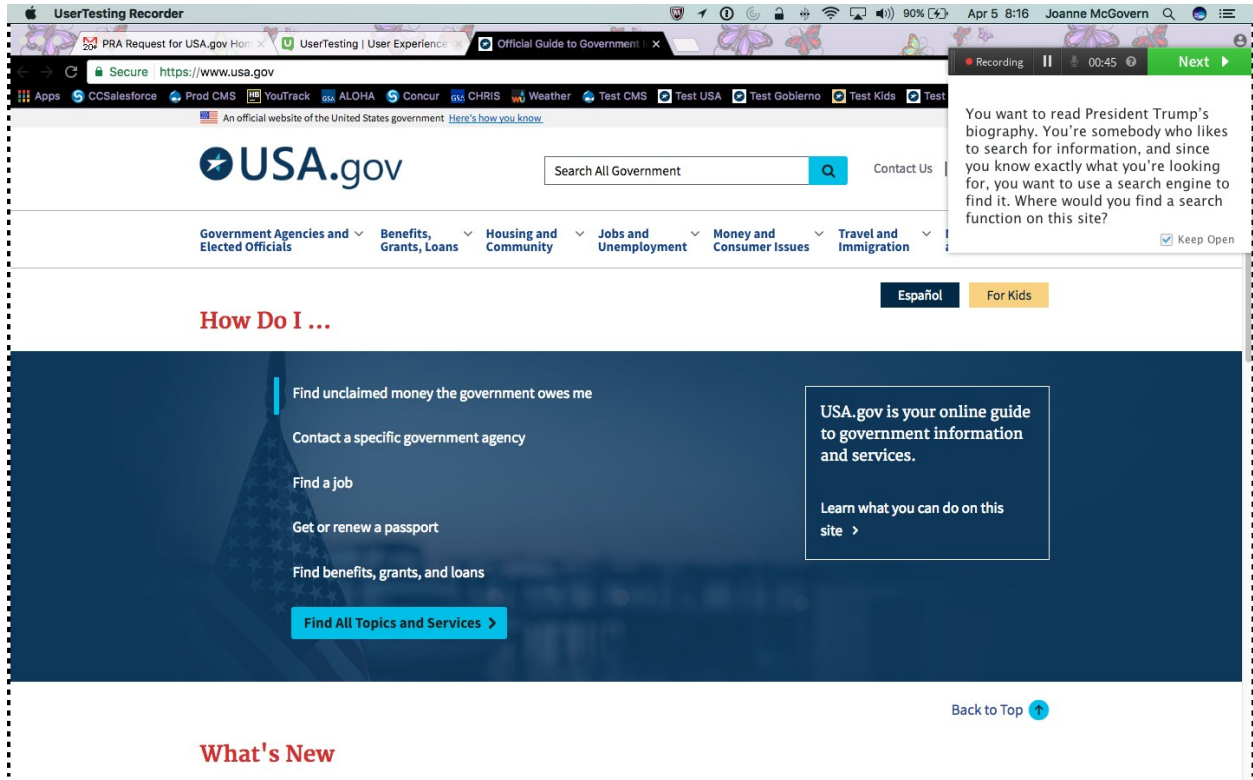
A recording overlay is visible in the top right corner of the browser window, displaying "Recording" with a pause icon, a timer at "00:38", and a "Next" button with a right arrow icon. The text of the recording overlay reads: "You're really interested in politics and you can't wait to register to vote when you turn 18 next month. Where would you look to find information about registering to vote?"

Mobile Resolution Scenario 2

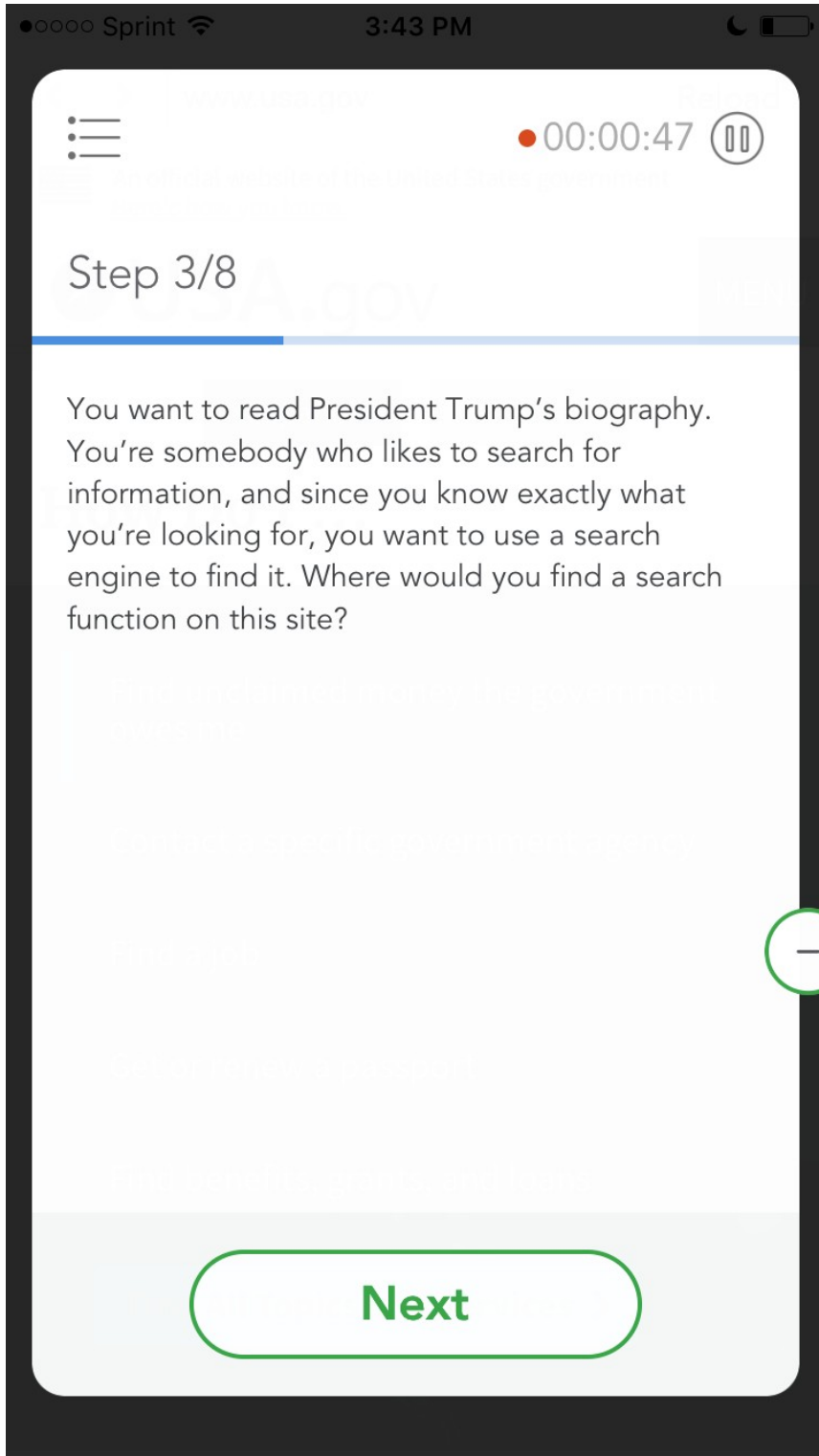


3. You want to read President Trump's biography. You're somebody who likes to search for information, and since you know exactly what you're looking for, you want to use a search engine to find it. Where would you find a search function on this site?

Desktop Resolution Scenario 3

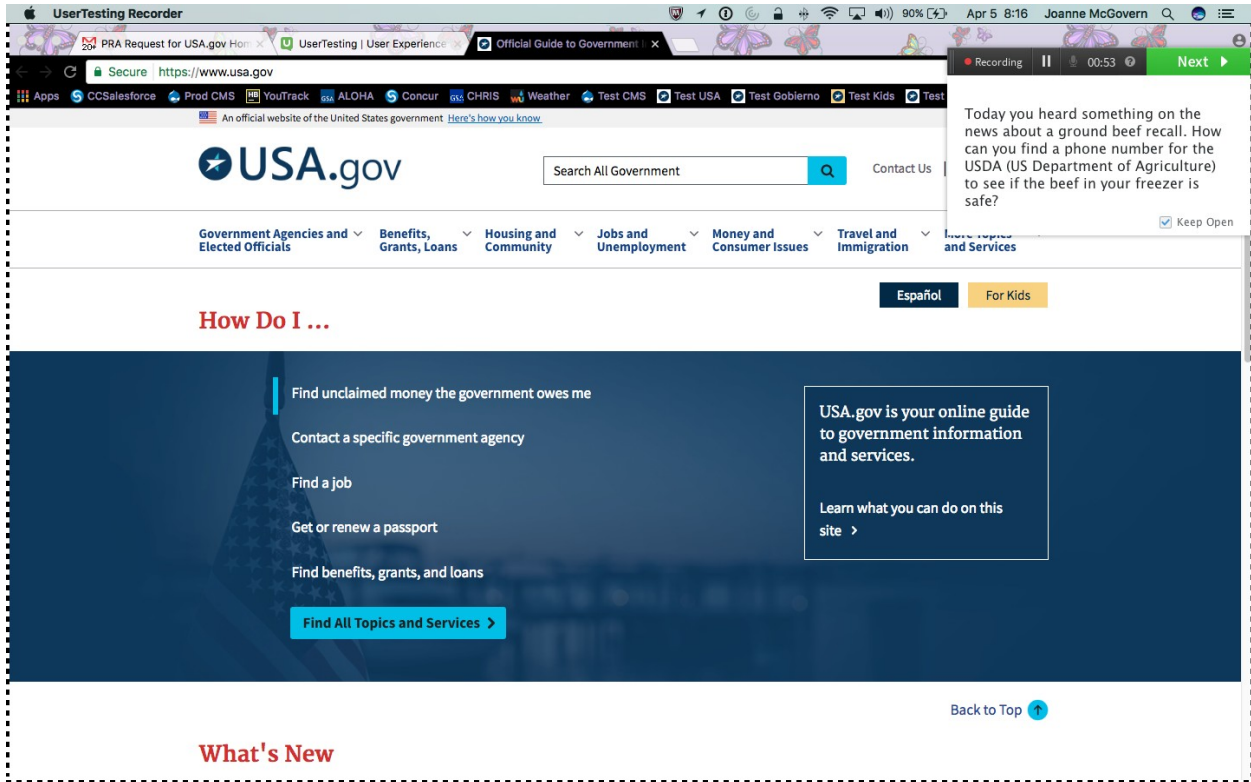


Mobile Resolution Scenario 3

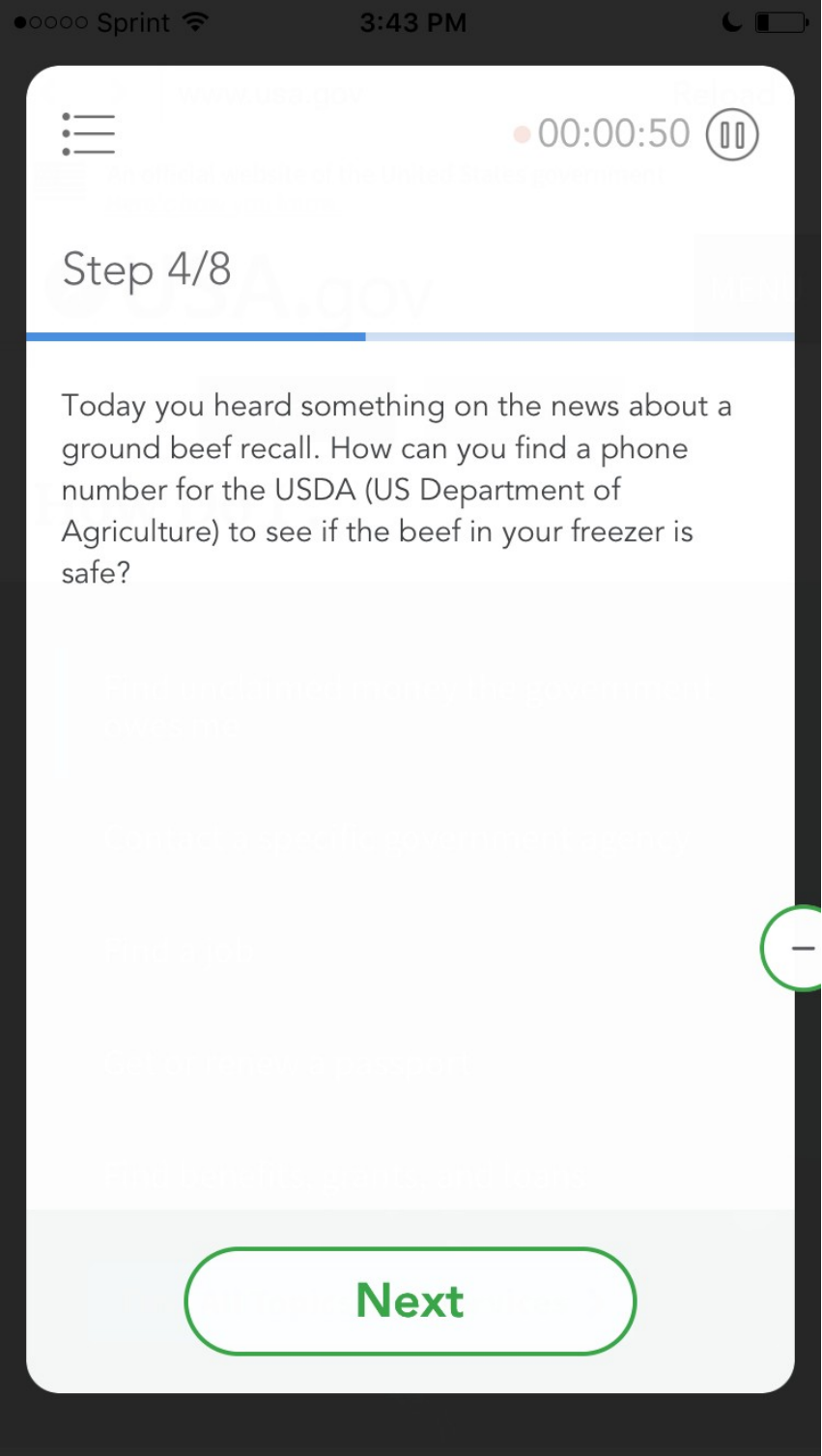


4. Today you heard something on the news about a ground beef recall. How can you find a phone number for the USDA (US Department of Agriculture) to see if the beef in your freezer is safe?

Desktop Resolution Scenario 4



Mobile Resolution Scenario 4



5. Someone broke into your car. They took your car insurance card with your personal information on it. Can you find a phone number for someone who can help you prevent identity theft before it's too late?

Desktop Resolution Scenario 5

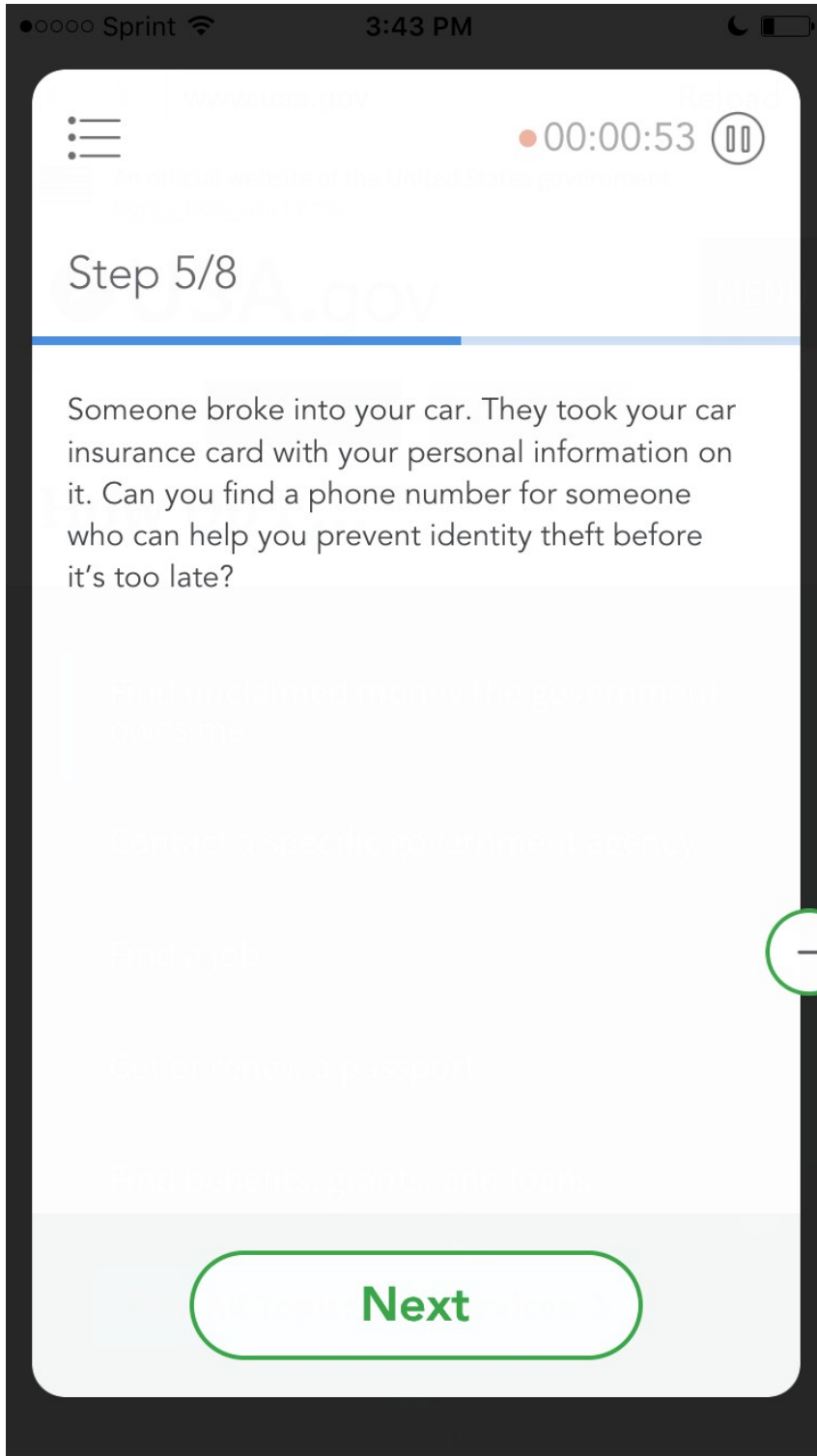
The screenshot shows the USA.gov website interface. At the top, there is a search bar labeled "Search All Government" and a "Contact Us" link. Below the search bar is a navigation menu with categories: "Government Agencies and Elected Officials", "Benefits, Grants, Loans", "Housing and Community", "Jobs and Unemployment", "Money and Consumer Issues", "Travel and Immigration", and "More Topics and Services". There are also buttons for "Español" and "For Kids".

The main content area features a section titled "How Do I ...". It includes a list of services: "Find unclaimed money the government owes me", "Contact a specific government agency", "Find a job", "Get or renew a passport", and "Find benefits, grants, and loans". A blue button labeled "Find All Topics and Services >" is positioned below this list.

On the right side of the main content area, there is a white box with the text: "USA.gov is your online guide to government information and services." Below this text is a link: "Learn what you can do on this site >".

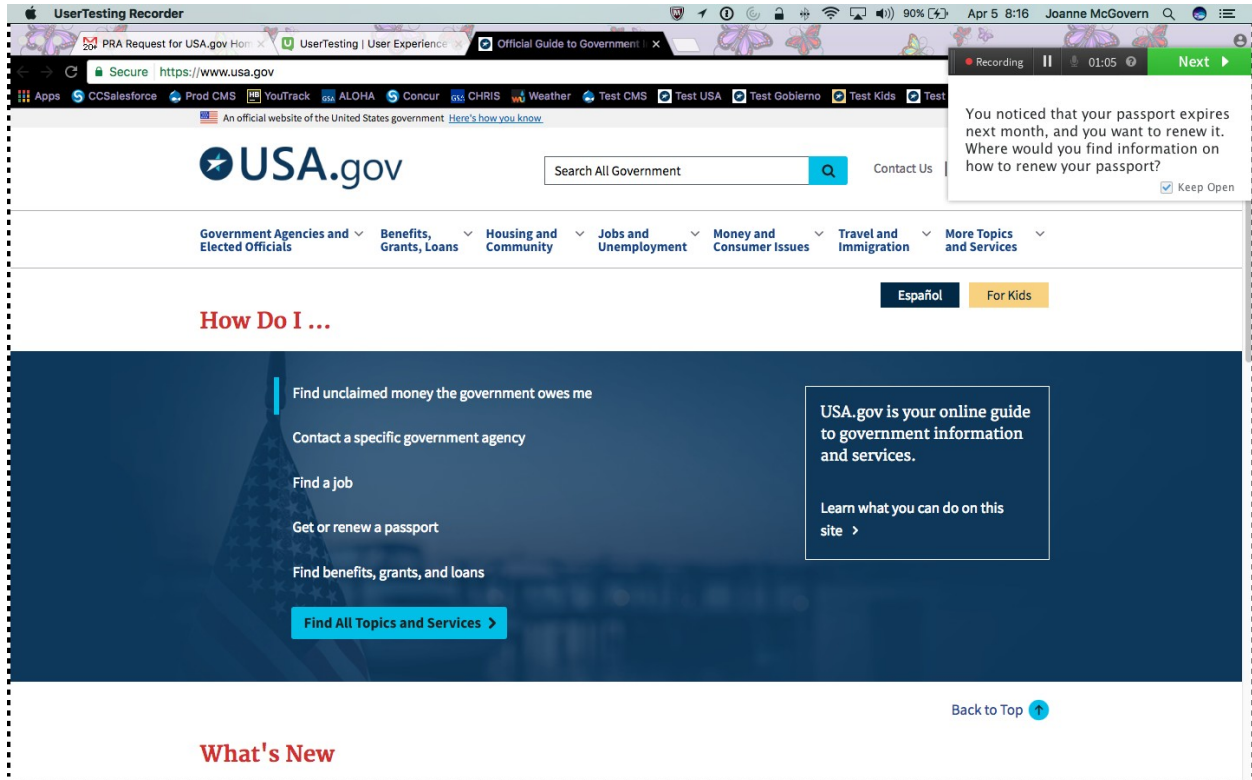
At the bottom of the page, there is a "Back to Top" link with an upward arrow icon. The text "What's New" is visible at the bottom left of the page.

Mobile Resolution Scenario 5

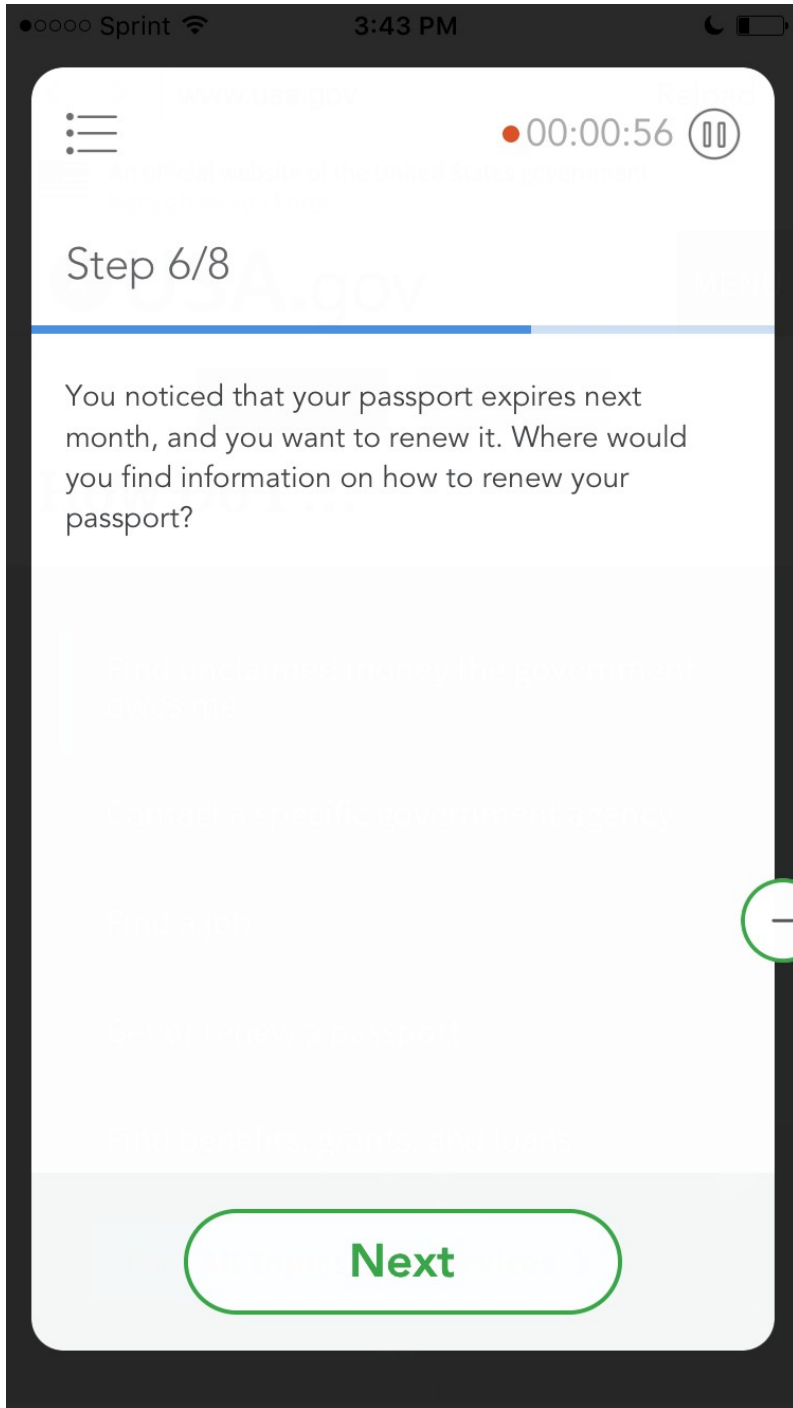


6. You noticed that your passport expires next month, and you want to renew it. Where would you find information on how to renew your passport?

Desktop Resolution Scenario 6

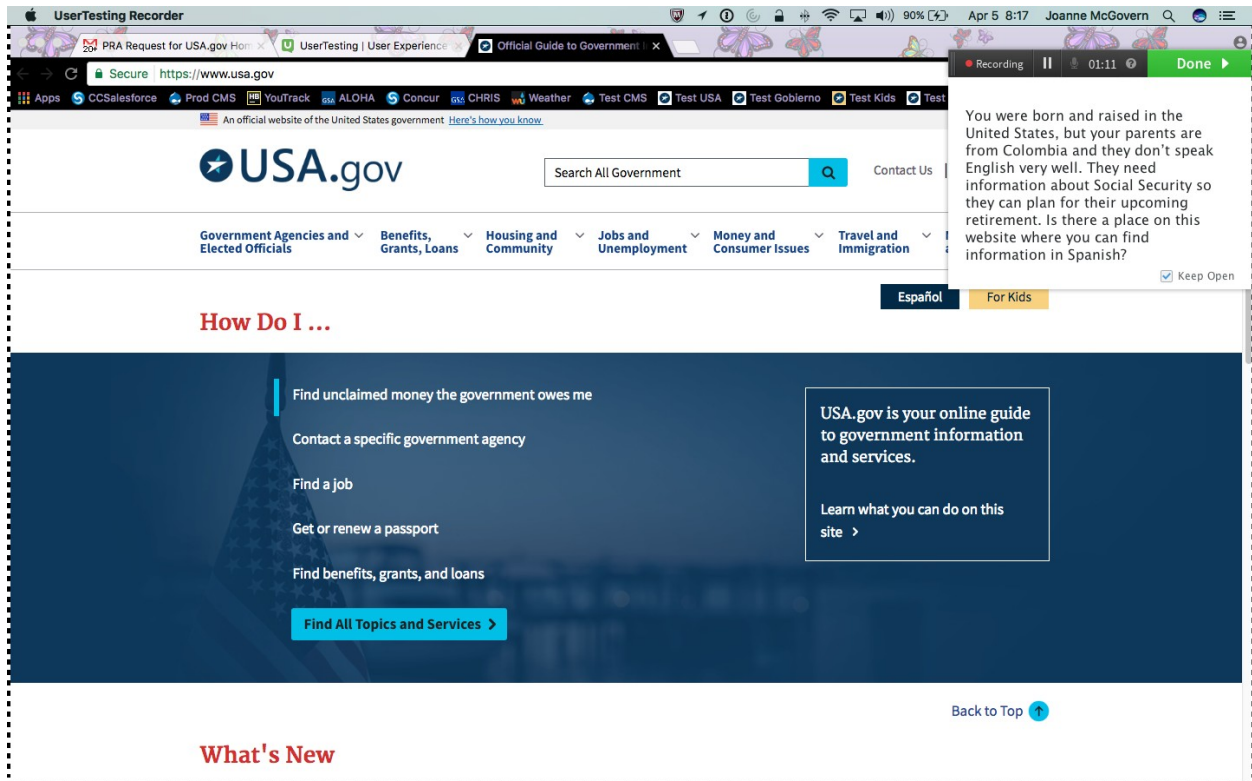


Mobile Resolution Scenario 6

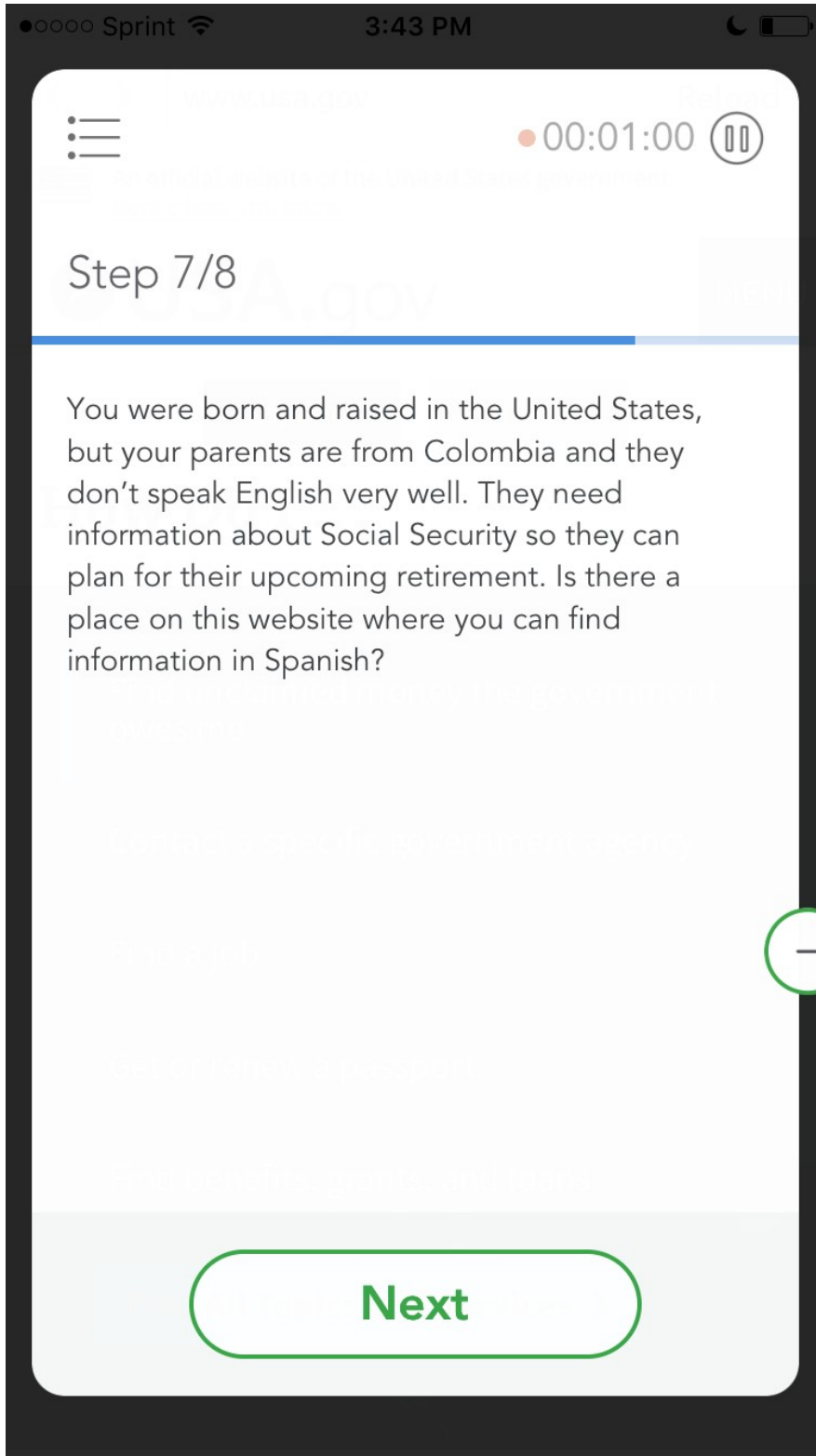


7. You were born and raised in the United States, but your parents are from Colombia and they don't speak English very well. They need information about Social Security so they can plan for their upcoming retirement. Is there a place on this website where you can find information in Spanish?

Desktop Resolution Scenario 7



Mobile Resolution Scenario 7



8. Scroll down, near the bottom of the page. You'll see a link labeled "About USA.gov". Don't click it. Please tell us what you think you would see if you did click it.

Scenario 8 is for mobile test participants only

