

myNCI Hallway Interview Guide

Dec 2018

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Methodology

- Intercept people at designated stations in NCI for a 5-minute conversation
- Facilitator talking face-to-face, asking the questions
- One notetaker who is entering replies into a preset form (aka survey) on a laptop

Invitational language

Hi, do you have a couple minutes to talk to us about what resources to help you find information about NCI?

If yes, continue.

If no, thank and end.

My name is ____ and I work in NCI's communications office, OCPL. We want to ask NCI staff a couple questions about how they find information helpful to you as someone working at NCI. This should take no more than 5 minutes and you can have a treat when you're done! Let's start.

Intro questions

1. Where do you typically go to find out information about working at NCI (e.g., things like HR, administrative support, news, events, how to use NCI services?)
(OPEN END to determine key source of information)

If they mention:

- a. myNCI/NCI intranet/NCI's website >> Go to Q4
- b. If they do NOT mention any of the above >> Go to Q2

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2. Do you know what myNCI is? *(To determine brand recognition)*
 - a. Yes >> Go to Q4
 - b. No >> Go to Q3
 - c. No/Not sure >> Go to Q3

3. myNCI is the intranet for NCI (add 1-sentence description from ICB). Have you used it before? *(To verify use)*
 - a. Yes, I have used it >> Go to Q4
 - b. No, I have not used it >> Go to Q8
 - c. Not sure >> Go to Q8

For people WHO USE/ARE AWARE of myNCI

4. Tell me what you are using myNCI for? *(OPEN END to determine how myNCI is used)*

Probes:

 - what do you look for there?
 - what kind of information do you typically use it for?

5. Can you tell me in a couple words about the following three things? *(OPEN END)*
 - a. Pain point:
 - b. Favorite feature:
 - c. Future feature:

6. Are you a:
 - a. Federal employee
 - b. Contractor
 - c. Fellow
 - d. Other (please specify) _____

7. Which NCI division, office, or center (DOC) do you work for? _____

8. We are trying to learn more about how people use myNCI and what improvements could be made. Would you be willing to participate in a quick follow-up interview at a later date?
 - d. Yes (collect name) _____ >> THANK AND END
 - e. No >> THANK AND END

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For people who do NOT USE/are NOT AWARE of myNCI

9. What could be done to make myNCI something you use more? (*OPEN END to determine information needs and how to promote*)

**Listen for the following: (Awareness, promotion, navigation, access, audience needs)*

10. Are you a:

- a. Federal employee
- b. Contractor
- c. Fellow
- d. Other (please specify) _____

11. Which NCI division, office, or center (DOC) do you work for? _____

12. We are trying to learn more about how people use myNCI and what improvements could be made. Would you be willing to participate in a quick follow-up interview at a later date?

- e. Yes (collect name) _____ >> THANK AND END
- f. No >> THANK AND END