

Attachment N: Protocol for usability testing of NCSES website prototype

Note: The following is a draft outline of the participant experience for usability testing. A final protocol with exact questions will depend upon information gathered from the interviews conducted in the first study, as well as the information architecture requirements derived from tree testing that another NCSES contractor is conducting.

Steps in the participant experience:

- Participants will download and install a Google Chrome extension for a usability testing platform. At the time of the test, they will follow a link to be directed to the testing platform.
- The NCSES consultant will introduce the way the test will work and will ask for the participant's consent to record the session. If they do not want their session recorded, the test will end there.
- Participants will be asked a series of questions about a prototype of a new NCSES website. The prototype will consist of several key templates. The participants will be asked to complete a series of tasks such as "Imagine you wanted to learn about how many minorities are awarded doctorates. How would you access this information?"

We will analyze how successful our prototyped templates are in helping people access and understand information. If we identify problem pathways or issues with information layout or functionality, we will produce revised templates.

These templates will be part of an overall deliverable of all the research from this engagement. The ultimate goal of the research results is to guide the redesign of the NCSES website.