

Interview Guide

Civil Rights Reporting Portal User Research

Interviewees:

- Staff at the Civil Rights Division
- Past Reporting Portal Users
- Volunteers or employees at non-government groups and organizations focused on civil rights

Staff at the Civil Rights Division

Warm Up

- Can you share how DOJ promotes the Portal to the public? How do people usually find out about it?
- Describe your experience with the Portal in one word. Why did you choose that word?

Overall reflections:

- What do people find helpful during the submission process? Can you share any examples?
- What barriers do people encounter during the submission process? Can you share any examples?
- If you could do anything to improve the overall experience for people using the Portal, what would it be?

Wrap up:

- Is there any other feedback you've gotten on the portal that you'd like to share?
- Thank you for your time! Your feedback will help make the Civil Rights Reporting Portal better for future users.

Past Reporting Portal Users

Warm Up

- How did you find out about the Civil Rights Reporting Portal?
- Describe your experience with the Portal in one word. Why did you choose that word?

Portal Walk Through

Direct participants to open the [Portal staging page](#).

- Can you walk us through what you did when you first arrived at the Portal? What did you read? Click on?
- Can you walk us through how you completed your report? Please do not share specifics about the report you submitted. Instead, describe how you felt during the process and if there was anything that you found confusing.
- Did anything help you understand what the Department of Justice might do or not do about the report you submitted?
- How long did it take you, from beginning to end, to complete your report?
- After you completed your report, can you describe how you felt about communications regarding the report you sent in?

Overall reflections:

- What did you find helpful during the submission process?
- What was a barrier during the submission process?
- If you could do anything to improve the overall experience for people using the Portal, what would it be?

Wrap up:

- Is there anything else you'd like to share about your experience with the Portal that I didn't ask?
- Thank you for your time! Your feedback will help make the Civil Rights Reporting Portal better for future users.

Volunteers or employees at non-government groups and organizations focused on civil rights

Warm Up

- Can you describe the work that you do around civil rights?

Overall reflections:

- Have you ever helped someone report a civil rights violation? If so, can you describe how that process went?
- What do people find helpful during the submission process? Can you share any examples?
- What barriers do people encounter during the submission process? Can you share any examples?
- If you could do anything to improve the overall experience for people using the Portal, what would it be?

Portal Walk Through

Direct participants to open the [Portal staging page](#).

- Take some time to explore this Civil Rights Reporting Portal. As you navigate the site, please verbalize your thoughts and feelings.
- Describe your experience with the Portal in one word. Why did you choose that word?
- Is there anything that you would do to improve the Portal experience for people who have experienced civil rights violations?

Wrap up:

- Is there anything else about civil rights reporting that you'd like to share?
- Thank you for your time! Your feedback will help make the Civil Rights Reporting Portal better for future users.