**Usability Test Recruitment Screener**

## Introduction

Hi, my name is [RECRUITER’S NAME] from the U.S. Department of Energy. We are currently trying to improve our website, and in order to so, we are looking for people who [UPDATE; e.g.: own or operate buildings], and might be interested in trying out our website and providing feedback on it.

If you qualify for this study, we will pay you [$XX] to participate. *(NOTE: Government employees and/or grantees are not eligible for the honorarium unless they complete the study on their own time.)*

Each session will last about 60 minutes. We are looking for people who are available on [DATES] to participate. Are you available on one of those dates?

To see if you meet the qualifications for this study, I’d like to ask you some questions. These questions are purely confidential and we’ll only use the information for screening purposes. It will take about 5 minutes to complete. May we continue?

**Questions for [XX] Audience**

[A few notes:

* The questions you ask here should be based on your recruiting criteria and distribution requirements.
* You may have a different set of recruiting criteria for each audience you will be working with.
* Answers from qualifying participants should be recorded for the study team to review prior to each session.
* Consider screening out anyone who does not speak English well enough to easily complete the questionnaire, as long as it will not bias your study.

Although your recruiting criteria and questions will vary with each study, here are some examples of the types of questions you might ask and how to ask them:]

\_\_\_\_\_ Male \_\_\_\_\_ Female

1. What is your job title? ­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What is your age?
3. Under 18 🡺 **TERMINATE;** “Thank-you for your time”
4. 18-39
5. 40-49
6. 50-59
7. 60+
8. Are you interested in improving your buildings’ energy use to save money?
9. Yes
10. No 🡺 **TERMINATE;** “Thank-you for your time”
11. How often do you use the Web for work-related research?
12. Less than once a month
13. Once a month
14. Once a week
15. Daily
16. Are you the one who is responsible for making decisions about your property, including decisions about your building energy systems and your energy use?
17. Yes
18. No 🡺 “Is there someone else I could talk to?” No 🡺 **TERMINATE**
19. How many buildings do you own? ***(ideal to have two from each category but OK if not)***
20. 1
21. 2 or more
22. How long have you owned your building(s)? ***(need two of each)***
23. 0-5 years
24. More than 5 years
25. Could you tell me a little more about your building and how you are currently using it? (what type of building is it, how many floors is it, what type of usage – office/retail, etc.) ***(strive for a mix -- retail, office, residential, small warehouses, libraries OK -- no restaurants, churches)***

**Scheduling:**

***If you are unsure if participant qualifies:***

Based on your answers, I believe you qualify to participate in the study. I need to talk with our researchers to confirm – may I call you back and let you know?

***Qualifying participants:***

I have good news. Based on your answers today you qualify for the usability study.

At the beginning of this conversation, you said you were available on [DATE]. I have the following times available that day – [TIMES]. Would one of those work for you? *(if yes)* I will put you on the schedule.

**Conclusion: More About the Test**

I’d like to give you just a little more information about the usability study. Since we are interested in learning how well this website works for our customers, we will ask you to find some information using the site itself.

You will be videotaped and observed as you use the website, but the video is used only for redesigning the website and for research purposes. You will have a chance to give us your feedback about the website so we can learn how to improve it and make it more usable.

We will send you an email that confirms your appointment. We invite only one participant at a time, so it’s very important that you keep your appointment or call us right away if you need to cancel or reschedule. Can you give me your email address so I can send you a confirmation?

Name:

Email address:

Contact number:

Thanks again for agreeing to participate!