

My Account page  
Usability test plan

This document is a usability plan for refining design ideas to inform updating the My Account page.

## 

## Background

This is a follow up activity to validate the [research](https://docs.google.com/document/d/1YJON8cY9lP-bKmynxonoVuIde2pgWSqyTjDTCaXzDpI/edit#heading=h.oehi3378jvd8) and [design studios](https://app.mural.co/t/gsa6/m/gsa6/1593706272895/3ddfc90306bedc45d34711cb87df2cc90aec6c6f) that went into creating wireframes of the My Account page to usability test.

## Goals

1. Determine a layout and information architecture for a new My Account page for login.gov
2. Create a simple and streamlined experience where an End User can easily log into their account (secure.login.gov/account), quickly understand and navigate their account to get their needs met.

## 

## Research questions

1. Can End Users understand what they can do from the My Account page?
2. Can End Users easily navigate the account page?
3. Can End Users easily find how to update their information?

## Methods

### Unmoderated Usability Tests

* The team will be using [usability testing](https://methods.18f.gov/validate/usability-testing/) to learn more about how End Users might experience a new login.gov My Account page. This usability test will be an unmoderated study through usertesting.com. Participants will independently walk through a series of tasks and questions.
* This will be a comparison test between 3 different designs.
  + X - [https://gsa.invisionapp.com/share/8QY64EU96TX](https://gsa.invisionapp.com/share/8QY64EU96TX#/screens/426583528)
  + Y - <https://gsa.invisionapp.com/share/73Y7QXAZ4TN>
  + Z - <https://gsa.invisionapp.com/share/KXY7NQHRAUD>
* There will be three tests so that the script can be changed to rotate the order in which each design is shown
* [**Usability test script**](https://docs.google.com/document/d/1q0B_8M6upyW9lSpOMCGt4cqHVrtgevXQ88GN1nUuB30/edit#) **- A**
* [**Usability test script**](https://docs.google.com/document/d/1NbDtmf8q5kSTHOV_6JCT0nQUwjjGtZth6dToW2ZCHRo/edit#) **- B**
* [**Usability test script**](https://docs.google.com/document/d/1dkRi461Yy6ZVtH3h_P-1m3yInxG8iUxiEl0aRWpdZSw/edit#) **- C**

#### Roles

Author: Ben Peterson

Synthesis: Ben Peterson

#### Participant criteria (across 3 tests to change the order the designs were shared in)

* 9 participants
* 5 women / 4 men
* 3 with income between $20-39k
* 3 with income between $40-59k
* 3 with income between $60-79k
* 3 age 60-65+
* 3 age 25-35
* 3 age 35-45
* Country: United States
* Device: Desktop
* Web experience: Average

### Moderated Usability Tests

* The team will be using [usability testing](https://methods.18f.gov/validate/usability-testing/) to learn more about how End Users might experience a new login.gov My Account page. This usability test will be a moderated study over video chat. Participants will be guided through a series of tasks and questions.
* This will be a comparison test between 3 different designs. Each participant will see them in a different order to vary which one they see first.
  + X - <https://gsa.invisionapp.com/share/8QY64EU96TX>
  + Y - <https://gsa.invisionapp.com/share/73Y7QXAZ4TN>
  + Z - <https://gsa.invisionapp.com/share/KXY7NQHRAUD>
* [Usability test](https://docs.google.com/document/d/1eHJjzdP_SG2oVQwL44WBcPlV_nms4YLxHPOpzrGZoj8/edit#) - 1 [Z, Y, X]
* [Usability test](https://docs.google.com/document/d/1Pka4AyuIZOBT0Ad48PxOL_1cXqeS1UBgTnJVGPMJthc/edit#) - 2 [X, Z, Y]
* [Usability test](https://docs.google.com/document/d/1Pka4AyuIZOBT0Ad48PxOL_1cXqeS1UBgTnJVGPMJthc/edit#heading=h.6c1kx451240b) - 3 [Y, X, Z]

#### Roles

Author: Ben Peterson

Note Taker: rotating

Synthesis: Ben Peterson

#### Participants

* 3 participants
* Have a login.gov account
* Country: United States
* Device: Desktop
* [Consent Form](https://docs.google.com/forms/d/1buCh5Ubh-Sv2XH5c3Zm3aB7xszoQrKrGo3OM1xJkBkY/edit)

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## Considerations

Our research plan, and the methods we have outlined, take into consideration the [ethical](https://docs.google.com/document/d/1BbFd_eFS5bAyMQUT5Lr-2axSsxzjU09kgjCwnhbwwxk/edit#) and [bias](https://docs.google.com/document/d/13iEP9PthLfJ1RzXqC_TVnvSt11ZysKxLTmGinvFCses/edit#) guidelines outlined by 18F/TTS. We acknowledge the potential bias of our sampling of participants for stakeholder interviews because we are targeting individuals with specific institutional knowledge which narrows the sample and limits the diversity and inclusion we might strive for in other research plans. We will ensure our research questions and stakeholder interview questions are not priming, leading, or designed to confirm our own potential solutions.

#### Timeline

|  |  |
| --- | --- |
| Complete research plan draft | 7/14 |
| Complete usability test script and screener | 7/16 |
| Refine wireframes | 7/20 |
| Make clickable prototypes | 7/0 |
| Refine wireframes and script | 7/28 |
| Synthesize feedback from usability tests | 7/28 -7/31 |
| Refine wireframes for development | 7/31 |
| Share results via … [research report? Or an annotated sketch file?] | 7/31 |

## Resources

[18F Methods](https://methods.18f.gov/)

[18F “How to” Research](https://docs.google.com/document/d/1bnwrM7Ll9A30rCjwjGi4BVO6vvgBlRaB1d5OBheBh2k/edit)