

# Research Plan - ReadMe

## Goals

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Background:

User research on documentation found VFS teams are building their own link aggregator pages in order to access the relevant documentation from our repository. Additionally, VFS teams said having a high-level view of the tasks they will be asked to do throughout the product development lifecycle showing where and why they fit in to the big picture would be helpful.

Insights we hope to derive in asking these questions:

How might we encourage findability / searchability of documents so that VFS team members can find it when they need it?

## Hypothesis

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Updating ReadMe's for each practice area according to the guidelines used to build the prototypes will make it easier for VFS team to find relevant documentation in the va.gov-team repo.

## Method

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- Usability testing with prototypes
  - 5 remote interviews with VFS designer/researchers
  - Tool: Zoom to record

We are looking to get feedback on the effectiveness of the re-formatted ReadMe files in the va.gov-team/platform Github folder as an interim step before the Platform Documentation Site is ready.

## Participants and Recruitment

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We will be recruiting Designers / Researchers on various VFS teams. We will target a mix of people that are at different points in the product development process.

## When?

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We will be conducting research in Sprint 17. To prepare, we will create a prototype ReadMe for the following practice areas:

- Research
- Design
- Content & IA
- Accessibility

Each session will be scheduled for 1 hour. A pilot session will be conducted by Friday, Jan 10, 2020. Participant TBD.

## Team Roles

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- Moderator: Naomi Marcussen
- Research guide writing and task development: Naomi Marcussen, James Chasia
- Participant recruiting & screening: Naomi Marcussen, James Chasia
- Project point of contact: Naomi Marcussen, James Chasia
- Participant(s) for pilot test: TBD
- Note-takers: James Chasia, Emily Waggoner (1 notetaker per session - trade off per session)
- Observers: James Chasia, Crystabel Reiter, Emily Waggoner, Content & IA, Accessibility

## Research Questions

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### Introduction

1. How long have you worked on veteran-facing tools?
2. What product are you currently working on?
3. What stage of the product development lifecycle are you in?

## **Process Understanding**

4. Tell me about how you've worked with the Platform/VSP team so far
  - a. Have you had any reviews?
  - b. How did you request that?
  - c. Did you know what was expected of you for that review?
5. Tell me about a time that you were looking for documentation?
  - a. What were you looking for?
  - b. Did you find what you were looking for?
  - c. Are there things that you think would be useful to add?
  - d. What would you want to change about the experience?

## **Prototype**

[Show participant list of links]

- Research
- Design
- Content
- IA
- Accessibility

1. Thinking about the time you needed to reference documentation, take a look at this document and select the category where you might find the info you were looking for.
2. Tell me about what you see here
  - a. Is it clear how you would work with this practice area?
  - b. Can you tell me when you would request your next review with the Platform/VSP team?
  - c. Were you able to scan it easily or is there too much info?

## Resources

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- Research - ReadMe After
- Design - ReadMe After
- [Content - ReadMe After](#)
- [IA - ReadMe After](#)
- [Accessibility - ReadMe After](#)