

# VA Mobile App Discovery: Usability Test Conversation Guide

## Background

This usability test represents [Phase Two](#) of our mobile app discovery research. With this testable prototype of a proposed VA mobile application, we hope to uncover Veteran needs and answer questions that includes:

1. What are Veterans expecting to see when they initially log on to a VA mobile application? Are the features that we included meeting their needs when interacting with VA? If not, what is missing? What can be improved?
2. What is the most important secondary action that a Veteran would want to do when leveraging VA mobile?

## Format

We will be interviewing 4 Veterans to test an initial approach for a Veteran-centered mobile application. This study will help to inform an initial vision for VA mobile and the direction we take in creating a world class mobile experience for Veterans.

## Moderator Logistics

A Slack thread will be started for each session for backchannel conversations. Observers should post any interview observations + discussion directly into Slack.

Before the session, send out the observer instructions below to your observers in Slack:

*Hello Observers! Before the session starts, here are some ground rules:*

*Please do not expect the moderator to check this channel until the session ends--they're busy researching! :shushing\_face:*

*If you're on a Zoom session, remember to mute your audio/video and change your name to 'Observer'. :eyes:*

*Have a good session! :party\_corgi:*

In the Attendees section, make sure everyone except the participant is on video and audio mute.

When the participant is ready, begin the session with the following introduction.

## Introduction

Thanks for joining us today! My name is Juila and I also have some colleagues on the line observing and taking notes. As mentioned in previous correspondence, today we're going to talk about a new mobile experience for VA.

*[...]*

Before we start, a few things I want to mention:

- Today we're going to be looking at a simple prototype. This work does not represent the full design, but just an outline of some new concepts we are working on. I'll be asking you a few questions as we look at the prototype. Some things may not be clickable like they would be on a real mobile app, which helps us focus on certain things for the purposes of testing. Do you have any questions about what we'll be looking at today?
- This entire session should take about 45 minutes. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
- If for any reason and at any time you want to stop the session, please let me know.
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
- [If yes] Once I start recording, I am going to confirm that you are ok with me recording this session once more.

*[Start recording]*

I have started recording. I'd like to confirm: Are you comfortable if I record my screen audio as we talk today?

*[...]*

Great. Do you have any questions for me before we start?

## Warm Up Questions

1. Tell me a little bit about yourself and your service history. What was the time period in which you served?
2. Tell me about your experience with using VA online services.
  - a. Have you used your mobile device to access these services?

- i. [If yes] Tell me about that experience.
- 3. Do you use facial or fingerprint recognition to access applications on your devices?
  - a. [If no] Interesting. Tell me more why you don't leverage those services.

## Task One: Logging In

Alright, now let's take a look at the prototype. For the purpose of this study, we're going to pretend that your name is Kim Washington and that you are logging into your VA app on your iPhone. Do you have any questions for me before showing you the prototype?

[...]

Ok, great! I'll be posting a link to the prototype in the Zoom chat window. You should be able to open it in any browser. Once you have done that, if you could share your screen with me, that would be great.

*[Share link to prototype]*

Take a moment to read through this screen and tell me your initial thoughts.

[...]

What do you expect to see when you tap on the "VA" logo at the bottom of the phone's screen.

[...]

Great! Let's go ahead and click on that.

*[Viewing VA login screen]*

Take a moment to read through this screen. Does this screen look familiar to you?

[...]

*[If YES]* Tell us more about your experience with this screen.

[...]

Great. Let's go ahead and go through the sign in steps. While we're clicking through these steps, please tell me outloud what you're thinking as we go through each step. Friendly reminder that there are no right or wrong answers.

[...]

*[Viewing ID.me screen with email + password filled out by Face ID]*

Great. Tell me that experience of using Face ID to auto fill these fields. What was helpful? Unhelpful?

[...]

Go ahead and click “Sign In.”

*[Viewing text message authorization]*

Take a moment to read this screen. What do you think this screen is telling you? What do you expect to happen when you click on “Continue.”

[...]

Great. Please click “Continue.”

*[Viewing ID.me screen with input field for 6-digit code]*

What is this screen asking you to do?

[...]

Ok, click “Continue” to add your six digit code and then click “Continue” again.

*[Viewing ID.me loading screen]*

Before we move on to the next task, I have a few questions for you:

1. What would you expect to happen next?
2. Is there anything you found confusing, unhelpful, or unuseful?

## Task Two: Home screen

*[Viewing VA mobile app home screen]*

Take a moment and read through this screen. As you are reading it, please say out loud what you are thinking. It’s helpful to us to know your thoughts and initial impressions of this screen.

[...]

Let’s take a moment and read through the To Do list. What are your initial impressions of this section?

[...]

What do you think will happen when you tap on “Upload your DD214”?

[...]

Great. Let's go ahead and tap on that.

## Task Three: Upload document

*[Viewing camera screen]*

What are your initial impressions of this screen?

*[...]*

What do you think will happen when you take a photo?

*[...]*

Great! Let's go ahead and tap on the shutter button on the bottom of the phone's screen.

*[Clicks on shutter button and goes back to home screen]*

Take a moment and review this screen. What are your initial impressions?

*[...]*

Before we move on to the next task, I have a few questions for you:

1. What would you expect to happen next?
2. Is there anything you found confusing, unhelpful, or unuseful?

## Task Four: Claims List View

*[Viewing new home screen without the DD214 task]*

Take a moment and review this screen. What are your initial impressions?

*[...]*

Great! Let's talk a little bit about the claims tab. At the bottom of your screen you'll notice an icon that says claims. What do you expect to see when you tap it?

*[...]*

Great! Go ahead and please tap on "Claims" at the bottom of your screen.

*[Veteran taps "Claims" menu item]*

*[...]*

Take a moment and review this screen. What are your initial impressions?

*[...]*

Before we move on to the next task, I have a few questions for you:

3. What would you expect to happen next?
4. Is there anything you found confusing, unhelpful, or unuseful?

## Task Five: VA Help Desk

Take a look at the bottom of the screen. You'll notice an icon on the lower right hand side that says "Help".

What do you think this icon means? What do you think happens when you click on it?

[...]

Great. Let's click on it.

*[Views the animated walk through of VA Help Desk automation.]*

Take a moment and read through this screen. As you are reading it, please say out loud what you are thinking. It's helpful to us to know your thoughts and initial impressions of this screen.

[...]

Perfect. That concludes all of the tasks for our session. Just a few more questions before we conclude.

## Post-Task Interview

1. Were there any features or interactions that you would have expected to see?
  - a. [If Yes] What were those features and how would they be helpful to you?
2. Do you have any questions for me?

## Thank-You and Closing

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans. Do you have any questions for me before we end the feedback session?

[...]

Great, well thank you so much again, and enjoy the rest of your day!