

1 - Visibility of System Status 2 - Match Between System & Real World 3 - User Control & Freedom 4 - Error Prevention 5 - Help Users Recognize, Diagnose, and Recover From Errors 6 - Consistency & Standards 7 - Recognition Not Recall 8 - Flexibility & Efficiency of Use 9 - Aesthetic & Minimalist Design 10 - Help & Documentation		1	2	3	4	5	6	7	8	9	10	BP - Best practice	High - Catastrophic Med - Major Low - Minor	High Med Low			
ID	Finding	10	7	2	6	8	5	6	7	1	4	UX Severity	Support Burden	Tech Difficulty	Evidence	User	Notes
A	As a patient, I want to know which location I will be scheduling into for COVID-19 vaccine before I've scheduled			1		1						High	Med		Facility name and facility location are not included in the message flow until the the appointment confirmation message <a href="#">Screenshot</a>	Vet	Some limitations around sharing physical location in initial messages, folks are editing facility name to include location.
B	Browser compatibility not explicit, users may experience sub-optimal experience on some browsers without feedback					1						High	Med		Email from staff users about issues, told to use other browser <a href="#">Screenshot1</a> <a href="#">Screenshot2</a>	Staff, Mgr/Admin	Yes
C	I am here, patient tracking message statuses are not easy to interpret, lead to errors in patient messaging/follow up when messages are not delivered	1	1			1			1			High	Med				How often is this happening? What is impact? Queued/Accepted etc status comes from Twilio.
T	As a staff member, I can't easily tell if the VEText systems are up and running and messages are being sent as expected, or if there is a system error.	1								1		High	Med		Email <a href="#">Screenshot</a>	Staff	Rob monitors health of VEText, 22 servers/db/etc.
D	Cohort request status definitions for COVID-19 mass messages not intuitive to the target audience.	1	1			1			1			Med	High		Frequent requests for more information about the status of a message request <a href="#">Screenshot1</a> <a href="#">Screenshot2</a>	Mgr/Admin	
F	Help documentation exists separately from the portal itself						1		1	1		Med	High			Staff, Mgr/Admin	
G	Help documentation not searchable								1	1		Med	High		Sharepoint <a href="#">Screenshot</a>	Staff, Mgr/Admin	Justin to investigate why no search bar
H	Editable and not editable mass-messaging cohorts look the same in the table. As a user I may not know that I can edit my cohort request.	1		1		1		1	1			Med	High		Email, portal <a href="#">Screenshot</a>	Mgr/Admin	Julia to pursue recommendations
O	In context link to sharepoint site for cohort request process only visible on record of historical requests, not request modal itself								1	1		Med	High		Cohort request modal <a href="#">Screenshot</a>	Mgr/Admin	
K	Visual display of text messages in tools > patient messages does not include all messages sent/received	1	1		1							Med	Med		(Looking at test patients, could be false negative) <a href="#">Screenshot</a>	Staff	
L	Mapping of message templates to Veteran experience not intuitive or discoverable		1		1							Med	Med			Staff, Mgr/Admin	
I	In context link to sharepoint help site on cohort request does not take user to most relevant help content								1	1		Med	Med		<a href="#">Screen recording</a>	Mgr/Admin	
T	I am here message view list does formatting does not match real-world conventions for text communication.	1	1			1	1					Med	Med				
Q	Patient phone number data only updated when sending a message, so could display out of date phone number for a Veteran.	1			1							Med	Med		Email from staff user <a href="#">Screenshot</a>	Staff	
E	When submitting a cohort request, the confirmation message is brief in content and on-screen duration.	1				1						Med	Low		See <a href="#">screenshot</a>	Mgr/Admin	
J	No easy undo instructions for patients who opt-out			1					1			Med	Low			Vet	
R	Default display of historical records appears to be from oldest to newest, making it more difficult to quickly find the most recent records for a patient or cohort request	1				1			1			Low	Med			Staff	
S	Visual display of text messages in Tools - Patient Messages starts at top of scroll, not bottom of scroll.	1	1			1			1			Low	Med		<a href="#">Screenshot</a>	Staff	
M	Clicking anywhere on a table record opens that record for editing, but only for some tables.				1		1					Low	Low		Templates have edit button, other tables do not	Mgr/Admin	
N	"I am here" autoreply message missing from help content on sharepoint											Low	Low		"Workflow" page in I am here Wiki	Staff	
P	Feedback that cohort record is not editable comes after attempting to click on the record				1		1					BP	Low			Mgr/Admin	
U	Different icons used for same action buttons throughout VEText portal						1	1		1		BP	Low		Add button is one example		