

What Tressa understands this project to be:

### **Project Goal:**

The immediate goal (what we are working on now) is to improve the logged-in experience for users starting with the MyVA dashboard.

The future goal (what we will work on in a later project) is to create a comprehensive personalized hub for users- with the potential (depending on user research) of moving this hub to be the logged-in homepage.

### **Question:**

- Are we trying to design for this type of scalability now? Or for now, is this purely just an update to MyVA and we will worry about the next redesign when it comes?
- Is the goal to design something for MVP or are we designing for the ideal experience right out of the gate?
- Are we now going to include notifications to prompt the user to take action on their claim or prescription? I understood notifications to be a separate project?

This includes:

- Full UX/UI facelift of current MyVA functionality
- A couple minor additions to functionality of MyVA (dynamically displaying information, overall user dashboard, overall disability rating)
- An MVP version of this design for V1

This does not include:

- An evaluation of what other personalized information could be included
- Any consideration of content currently living on the homepage
- Any notifications

### **What success looks like:**

MyVA has an overall facelift and has been updated to include:

- Overview/dashboard of personal information
- Links to appropriate places

### **Question:**

- Has the project pivot changed anything with the timeline at all?
- Have the 2 sprints we planned for the healthcare tickets been blown up to now work on high level concepts with Ryan?

From Samara in slack:

For now, **we are going to keep the current homepage in a logged-in state and pursue the now formerly logged-in homepage redesign as a redesign of the My VA dashboard.**

We **might** consider redirecting people who log-in from the homepage right to their dashboard, but we need to do some user research around whether people would prefer that approach. We might lean more towards redirecting people at login in a future where the homepage has been redesigned and is not task management-oriented like it is right now.

### Why

This largely comes down to concerns about how we would have managed two different versions of the homepage, both from a technical perspective **and** from an organizational perspective. Organizationally, there are other teams at the VA who help manage the current homepage and we didn't want the user dashboard to get overtaken by outside needs/demands since it would have technically also been a homepage.

### How this aligns with auth exp team goals

A big goal of this project was removing the redundancy between the homepage and My VA in a logged in state. While we need to accept that redundancy might exist for more time, because we are redesigning My VA to be more effective and scalable, the homepage can now evolve over time, which may mean moving away from a task management focus (pending research, organizational discussions, etc). **Greater variation between the homepage and the logged-in user dashboard would move us towards our goal of removing redundancy.**

If user research proves that people who login from their homepage would prefer to be redirected to their dashboard instead of staying on the homepage, then this will move us towards our goal of elevating personal information. As we add features to the user dashboard as the site grows over time, and as the homepage moves away from a task management focus, we'll have even more reason to land people logging in from the homepage on their dashboard. None of this stops us from pursuing the other goals of drastically improving the user dashboard and improving the logged-in experience. This is still seriously valuable work.

### How I feel about it

Ultimately, this approach is going to be easier for both development and design, and I think it's more "MVP", so that's good.

Naturally, I am disappointed, as I've had big dreams of a new logged-in homepage. But I do think this makes sense from an organizational perspective and from a design/dev perspective, so that's also good.

Users still win with a newly designed dashboard, so we're not leaving them behind.

**The logged in experience will continue to evolve.** This is not an end game, and there are a lot of ways in which I think we can take this initial approach and continue to improve how people log in and manage their benefits.