VA Mobile App - IA/Navigation: Explorations & Audit: Finalists for Feasibility

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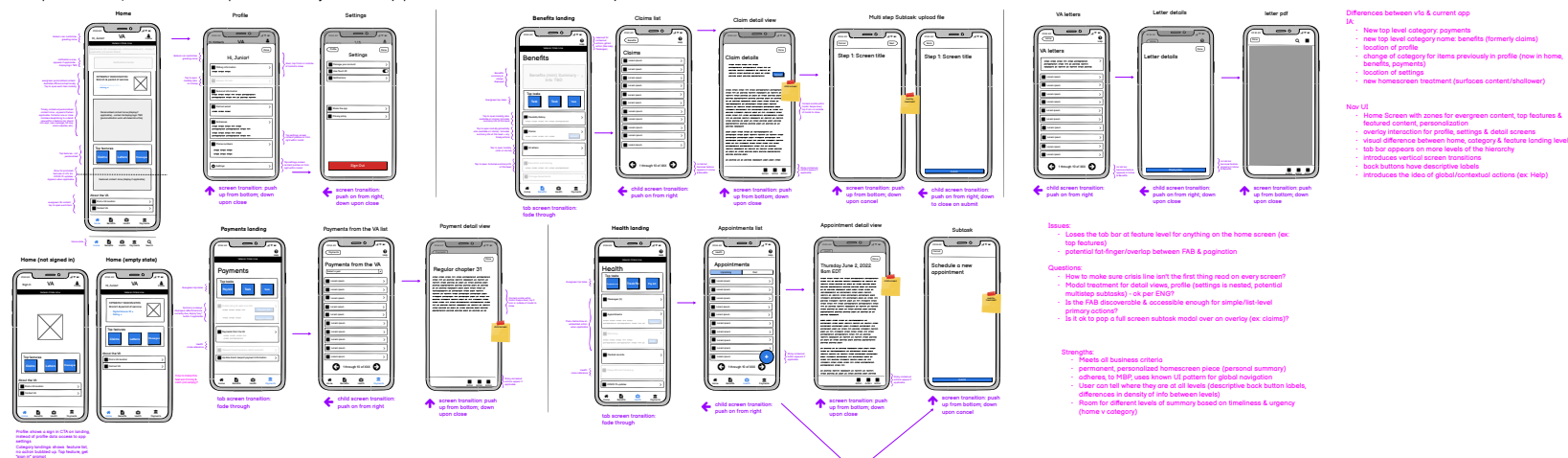
Tab bar = home, categories + global features

V1a - profile in nav bar; accessible from multiple stacks = overlay or no tab bar (top features but not custom favorites on home)

Home · Profile · Settings · Benefits landing · Claims list · Claim detail view · Multi step Subtask: upload file · Step 1 Screen title · VA letters · Letter details · letter pdf

Home (not signed in) · Home (empty state) · Payments landing · Payments from the VA list · Payment detail view · Health landing · Appointments list · Appointment detail view · Subtask

Differences between v1a & current app
IA:
- New top level category: payments
- new top level category name: benefits (formerly claims)
- location of profile
- change of category for items previously in profile (now in home, benefits, payments)
- location of settings
- new homescreen treatment (surfaces content/shallower)

Nav UI
- Home Screen with zones for evergreen content, top features & featured content, personalization
- overlay interaction for profile, settings & detail screens
- visual difference between home, category & feature landing levels
- tab bar appears on more levels of the hierarchy
- introduces vertical screen transitions
- back buttons have descriptive labels
- introduces the idea of global/contextual actions (ex: Help)

Issues:
- Loses the tab bar at feature level for anything on the home screen (ex: top features)
- potential fat-finger/overlap between FAB & pagination

Questions:
- How to make sure crisis line isn't the first thing read on every screen?
- Modal treatment for detail views, profile (settings is nested, potential multistep subtasks) - ok per ENG?
- Is the FAB discoverable & accessible enough for simple/list-level primary actions?
- Is it ok to pop a full screen subtask modal over an overlay (ex: claims)?

Strengths:
- Meets all business criteria
- permanent, personalized homescreen piece (personal summary)
- adheres to M&P, uses known UI pattern for global navigation
- User can tell where they are at all levels (descriptive back button labels, differences in density of info between levels)
- Room for different levels of summary based on timeliness & urgency (home v category)

Tab bar = Home, Browse section (w taxonomy), global features

V16b1- Tab bar = Home, Profile, Browse section w taxonomy

Home · Edit favorite · Profile landing · Settings · Subtask: Edit contact info

Home (not signed in) · Home (empty state) · Browse landing · Claims list · Claim detail view · Subtask: upload file · VA letters · Letter details · letter pdf · Payments from the VA list · Payment detail view · Appointments list · Appointment detail view · Subtask: schedule new appointment

Browse landing - summary · Browse landing - summary tabs · Browse landing - filterable list

Issues:
1. A11y/M&P: Two ambiguous categories = harder to know what the app is about at a glance, requiring people to select the menu tab to find out what it contains, features/categories are less discoverable.
2. A11y - A potential issue with the menu tab is "out of sight out of mind."
3. A11y - long list of options in drawer is harder to parse (cognitive overload)
4. No category landing screens to summarize section content that doesn't deserve to be on home (important for Payments especially)

Questions:
- Will users discover & understand the purpose of the Menu tab?
- How to make sure crisis line isn't the first thing read on every screen?

Strengths:
- Meets all business criteria
- permanent, personalized homescreen piece (personal summary)
- User is able to scroll to see everything in each category all at once in menu tab

Differences between v1a & current app
IA:
- Entire app taxonomy (except profile)is in a secondary menu/top level category (categories become subcategories, distributing the app's hierarchy differently)
- Secondary menu acts as hub
- New subcategory: payments
- New subcategory category name: benefits (formerly claims)
- Change of category for several items previously in profile (now in home, benefits, payments)
- location of settings
- new homescreen treatment (surfaces content/shallower)

Nav UI
- Home Screen with zones for evergreen content, top features & featured content, personalization, custom favorite features
- No global navigation in any subcategories
- overlay interaction for profile, settings & detail screens
- visual difference between home, category & feature landing levels
- introduces vertical screen transitions for subtasks
- back buttons have descriptive labels
- introduces the idea of global/contextual actions (ex: Help)