## Feb 2, 2022 | [Payment Info & On-site Notification - Research synthesis review](https://www.google.com/calendar/event?eid=NmVxMDBvdHJwMHRyYjBvdTBla3RrOWYyaDAgaGVhdGhlci5qdXN0aWNlQGFkaG9jdGVhbS51cw)

Attendees: [Angela Agosto](mailto:angela.agosto@adhocteam.us) [Beverly Nelson](mailto:beverly.nelson@va.gov) [craig.wheeler@gcio.com](mailto:craig.wheeler@gcio.com) [denise.coveyduc@gcio.com](mailto:denise.coveyduc@gcio.com) [elissa.folk@oddball.io](mailto:elissa.folk@oddball.io) [Heather Justice](mailto:heather.justice@adhocteam.us) [ian@oddball.io](mailto:ian@oddball.io) [Lihan Li](mailto:lihan@adhocteam.us) [Liz Lantz](mailto:liz.lantz@adhocteam.us) [riley@amida.com](mailto:riley@amida.com) [samara.strauss@va.gov](mailto:samara.strauss@va.gov) [scott.james@gcio.com](mailto:scott.james@gcio.com) [Taylor Mitchell](mailto:taylor.mitchell@gcio.com)

Reference Materials

* [Zoom recording](https://us06web.zoom.us/rec/share/Qh5ATtPrBP5QNOpf2ni2qxZMNCxYLb9WkYy_gRMjpMGW1vcHaiQAyYSEl5ryjgfD.ZboUMBsjwWG4e4QP?startTime=1643821307000%20(Passcode:%20zP5L%5Eqbd))
* [Research readout deck (presented today)](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/payment-history/discovery-and-research/user-research/my-va-payment-onsite-notification-research-findings.pptx)
* [UXPIN Prototype (Desktop view)](https://preview.uxpin.com/45251888896c8dd47ef62aa20d3a89a334726ac1#/pages/145483168/simulate/no-panels?mode=i)
* [UXPIN prototype (Mobile view)](https://preview.uxpin.com/45251888896c8dd47ef62aa20d3a89a334726ac1#/pages/145483175/simulate/sitemap?mode=i)
* [Research synthesis](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/payment-history/discovery-and-research/user-research/findings.md)

Attendee Questions

* For the user with low vision, could they not read the black text or blue link?
  + They could not read the blue link
* Anticipate that there will be an increase in traffic to Debt page!
* Noticed top alert has close/dismiss icon, When does it reappear?
  + We plan to not show the alert again after it has been dismissed (inline with Craig’s thought)
* The below notifications persist no matter what?
  + Yes correct. The top notification and in-line notifications are pulled from separate data sources/APIs
* Are we considering updating the top alert to reflect number of debts
  + As we iterate, we will consider more details to include
* Technical question on the zoom software being used, they used a magnifier?
  + Yes, they did not zoom the page itself, it seemed to be a magnifier that moves around the page.
* For people using mobile, were they using the app or mobile website?
  + Using the website in mobile view
* How did you use this in production?
  + We used a feature flag to allow the functionality for individual users (via email address they logged in with)
  + This was easier since My VA is built, and this was a new section on the existing page
* Have you scheduled future UAT or other testing, or are you done with that?
  + No, we haven't done UAT yet, hoping to combine UAT with more usability feedback. Should start in the next few sprints.
  + Craig would like to join in on those sessions!
* Is the payment info available now?
  + Yes, payment and debt information is available on VA.gov today.