**Research Plan**

National Portal

My HealtheVet and VA.gov Profile Integration

By Light Professional IT Services

October 2021

**Background**

Briefly describe the background of your product. Consider:

* My Profile hosts information such as personal and contact information, military information, donor information, VA treating facilities, downloadable data, emergency contact information, links, and account settings.
* This is hosted on myhealth.va.gov (MyHealtheVet website)
* The page is being redesigned to match the look and feel of the va.gov profile to simplify a future merge of the information. All information in the new design currently exists within the My HealtheVet site.

**Veteran Journey**

Where does your product fit into the Veteran journey? Are there moments that matter?

* The My Profile page redesign fits most succinctly into Phase 2: Living Civilian Life in the ‘Taking care of myself’ life stage.
  + Also includes the Getting out, Starting up, Putting down roots, Retiring and Aging stages. These profiles are one of the first pages the veteran will see after creating VA.gov and My HealtheVet accounts, and may continue to be revisited as the veterans’ personal and contact information and account preferences change over time.

**Research Goals**

What are you trying to learn from this research?

* We are trying to determine the best information architecture of the left-hand navigation menu, where the profile should be located on My HealtheVet, and the merge of the VA.gov profile fields in My HealtheVet.

**Outcome**

How will this research advance your product to the next phase in the design process? What will you do with your learnings?

* + Once we have the information architecture in place and the communication between myhealth.va.gov and va.gov, we can start designing the flow to merge the information.

### **Research Questions**

Consider bucketing research questions under research goals. For each question, think about: What will I do with what I learn from this question? Does this question serve the goals of my study?

* Goal: We are trying to determine the best information architecture of the left-hand navigation menu, where the profile should be located on My HealtheVet, and the merge of the VA.gov profile fields in My HealtheVet.
  + - Is it more efficient and effective to organize profile information under the “Personal Information” tab, the User Icon, or both?
    - Is the new structure of the left-hand navigation menu effective?
    - Are the new My HealtheVet profile fields that have merged all of the user’s information from the VA usable?
    - Do users understand that they can access and edit certain profile fields on My HealtheVet and Va.gov, and that editing in one place will update the other?

### **Hypothesis**

Write a generalized statement that combines what you know + what you think will happen during the study.

* My HealtheVet is merging some profile fields with VA.gov. There are duplicate fields for the different profiles. We predict that the new site will have a satisfactory task completion time, success rate, and ease of use.  We intend to evaluate the usability of each option and if the proposed information architecture is what the users expect with the integration with the VA.gov profile, though we anticipate that the user will have some difficulty understanding the new changes. Any difficulty encountered will incite additional design iterations.

## **Method**

Describe the method you’re planning. You should be able to explain why this method is appropriate for the goals of the research and maturity of the design.

* Usability testing - appropriate for evaluative research

### **Location**

Where will you be holding the research sessions? Be sure to include whether this is remote or in-person research. [Learn more about setting up in-person research.](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/planning/planning-in-person-research.md)

* User tests will be held remotely, via Zoom. Users will be provided with an Adobe XD link to navigate the prototype.

**Research Materials**

*Note: your OCTO/VA lead must review and approve all research materials – including this plan – prior to submitting a recruitment request.*

Provide a link to any materials you need to run your study, including any materials needed for set up and recruitment.

For moderated usability tests:

* [Link to conversation guide](https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:66816289-c66f-4647-a2a4-cf04e0bac871) – Assuming this will be added once a GitHub directory is created for this study? We have sent to Lauren with this research plan.
* [Link to prototype](https://xd.adobe.com/view/57b92065-37de-4044-bf43-427a78657760-02ea/?fullscreen&hints=off)

### **Recruitment Approach**

Who is your intended audience for this research (e.g. Veterans, caregivers, VSOs, SMEs), and how will you recruit them?

* The intended audience are Veterans that have both My HealtheVet and VA.gov accounts.
* Perigean will manage user recruitment.

Which inclusive research strategies are you leveraging for this study?

* Maximum Variation Sampling

**Recruitment Criteria**

List the total number and type (Veterans, caregivers, etc.) of participants for this study.

* 8+ Veterans

**Primary criteria (must-haves)** What demographics, experience, and scenarios do you need participants to meet to effectively run your study?

* Must have both VA and MHV account
* Has used MHV recently.
* We need a wide age range - younger people may be more likely to change their names/addresses/phone numbers.
* 50% aged 55-64+
* 50% with an identified cognitive disability
* 30% people of color
* 25% in a rural area
* 25% without a degree
* 17% with immigrant origins
* 10% women

**Secondary criteria (nice-to-haves)** What criteria would strengthen your results?

If feasible, we would like to include at least one participant from the following underserved communities:

* Native American Veterans
* Veterans in the LGTBQ+ community
* Veterans with other than honorable discharge
* Immigrant Veterans or Veterans from immigrant families
* Veterans living abroad
* Family members and caregivers
* Veteran service officers (VSOs)
* Has camera and is familiar with screen sharing

## **Timeline**

If you are using Perigean to recruit please submit 1 FULL week prior to the start of research for remote research, 2+ weeks for in person.

### **Prepare**

When will the thing you are testing be finalized? (Goes without saying, but should be a few days before testing will begin.)

* September 30, 2021

Please indicate the date and name of a mock participant for a pilot session.

* Pilot participant email: Andrea.perez@bylight.com
* Date and time of pilot session: October 7, 2021, 3:00pm EDT

### **Research Sessions**

What dates do you plan to do research?

* October 12th-15th, 2021.

### **Length of Sessions**

How long do you estimate each session will be? (This helps with scheduling & thank you gifts.) e.g. 30 minutes, < 1 hour, up to 2 hours, up to 4 hours. Specify if you want Perigean to schedule the sessions with buffer time (15 minutes recommended) to allow for participants who can't make it on time, or if you might go over time.

* Each session will last between 30-45 minutes.
* Please allow a buffer time of 15 minutes between sessions to allow for late participants.

### **Availability**

When would you like sessions scheduled?

Please do not schedule more than four users per day if possible.

* October 12, 2021: 10:00 – 11:00am, 12:30 – 3:30pm, 5:00 – 8:00pm EDT
* October 13, 2021: 10:00 – 11:30am, 1:00 – 5:00pm EDT
* October 14, 2021: 1:00 – 4:00pm EDT
* October 15, 2021: 10:00 – 11:30am, 1:30 – 5:00pm EDT

### **Team**

Please list the people who will be serving in each role. Include the primary phone number for moderator and the emails for moderator, notetaker, and observers. If you need Perigean to take notes for you, indicate that next to Notetaker

* Moderator:
  + Alexia Wunder
    - (209) 276-8256
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* Research guide writing and task development
  + Jessica Robertson
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* Participant recruiting & screening:
  + Perigean
* Project point of contact:
  + Alexia Wunder
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    - [alexia.wunder@bylight.com](mailto:alexia.wunder@bylight.com)
* Participant(s) for pilot test:
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