# Introduction 3 min

<<moderator intro - explanations added as appropriate>>

***Before session: Start OBS Studio, have open Figma and the tabs for the word documents.***

Hello. My name is Teri Brooks. Nina will be logging your comments for us today, and she will let me know if I forget to ask you something. There may be members of the site development team observing today as well. They will have their microphones muted during our session.

The first thing I would like you to do is to review the consent form. This form is saying that you agree to participate in the study and that you agree to be audio recorded. After you read it, please indicate if you agree or disagree.

**Consent Agreement:**

I voluntarily agree to participate in an evaluation being conducted by User-View, Inc. of Raleigh, North Carolina.

During the evaluation, I understand that I may learn information that is confidential to User-View or its clients. I agree to treat all information received during this evaluation as confidential. Accordingly, I will not disclose confidential information to any third parties

I authorize User-View and their client to keep, preserve, use in any manner and dispose of the findings from this evaluation, including my feedback and opinions expressed. User-View and their client will not associate my name or organization name with the results of this evaluation.

I give my permission for User-View and their client to make video and audio records of me during this evaluation. I understand that these recordings can be used only for evaluation purposes and can be used for no other purpose without my knowledge and consent.

I understand that my participation is completely voluntary. I understand that I can stop participating and that I may leave at any time. I agree to immediately raise any concerns or areas of discomfort with the study administrator.

**[Moderator, if agree, turn on recording and re-ask for the audio].**

I am going to read this introduction to you because we want to be sure that we don’t miss anything. Feel free to stop me with questions at any time.

I work for a contractor to the VA. We are hired to conduct activities with people like you that will use their websites.

You have been invited today to use a mockup of a website to assist in including user centered activities in your work. This is not working software; the screens represent what the team thinks will be useful. This is an opportunity to give the development team feedback, and tell us what would make it more useful.

This session with you is part of incorporating user centered activities in development and design work. Which is what the website will include.

Please be open and honest with your comments. Everything you say, positive or negative, will help us to understand how to improve in order to meet your needs.

Do you have any questions before we begin?

**Think Aloud**

During the session today, I want you to think aloud. Meaning, as you look at a screen, please tell me what you are thinking, and what you are looking for. This isn’t the most natural thing to do, so if you are quiet, I may prompt you to say what you are thinking.

# Quick Start guides landing page

We are creating a User Experience or “UX Guide” website that will provide resources for facility staff to help incorporate UX practices into local system configuration projects (order sets, reminder templates, consults, etc.).

The UX Guide will share UX techniques and tools to understand user needs, apply design standards, and uncover usability problems.

For today, I want you to assume that you have received a work assignment, to develop a clinical reminder. Your management told you about this site that might be useful for incorporating user centered design into your work. You have the link, and are now on the linked page. [Link to June UXG prototype](https://www.figma.com/proto/Kj3KnqZAKykPTJAm7Mgt5s/Wireframes_June_User_Testing_v1.0?node-id=787%3A2813&scaling=min-zoom)

Based on what you have heard, what do you expect to find here?

Reminder to please think aloud. And even though not all links work, tell me what you expect to find when you click. Feel free to scroll.

|  |  |
| --- | --- |
| Probes | Response |
| Tell me what looks meaningful, what does not? |  |
| Why? What does a quick start guide mean to you? |  |
| What do you expect this to include? |  |
| “Send us your guide ideas” comments |  |
| Footer comments |  |
| When/if participant selects the Clinical Reminder, after reading about Quick Start Guides, would you select this? |  |
| (On the Clinical Reminder QSG page) Take a minute to look this over. What looks of interest to you? |  |
| Would you give this a try in your current work? |  |
| How would you use it? In your own words, how does this page apply to your work now? |  |
| Show me what you would do now. |  |
| If participant wants to print, ask if they want to print the entire QSG or just sections? |  |
| If participant wants to click on a linked document, tell them moderator will pull that up. If they click on a link go to that section of the test. |  |
| Move to separate test section for whichever link is selected. |  |
| If participant wants to go back, note if they ever mention or use breadcrumbs: Resources>Quick Start Guides>Clinical Reminder |  |

# Step 1: Kick off Meeting Agenda-Word Doc

If not tried earlier, circle back to this item. For today I want to get your feedback on some other areas, I will bring up the pages and ask you a few questions.

|  |  |
| --- | --- |
| Probes | Response |
| Does the icon for a word doc make sense? |  |
| Take a look at this. What is it for? Do you already use something similar to this. |  |
| Would you be interested in using this one? |  |
| How would you use this, (timing, work request types, other) |  |
| When you do get a new work request, how do you interact with the stakeholders? |  |

# Step 1 & 2: User interview guide-Word Doc

If not tried earlier, circle back to this item. For today I want to get your feedback on some other areas, I will bring up the pages and ask you a few questions.

|  |  |
| --- | --- |
| Probes | Response |
| Does the icon for word doc make sense? |  |
| I noticed you did not talk about the Tip, what are your thoughts about that? |  |
| Take a look at this. What is it for? Do you already use something similar to this. |  |
| Would you be interested in using this one? |  |
| How would you use this, (timing, work request types, other) |  |

# Step 1: How to interview stakeholders-Link

If not tried earlier, circle back to this. For today I want to get your feedback on this area.

|  |  |
| --- | --- |
| Probes | Response |
| Take a minute and look over this information, then I will ask you some questions. |  |
| Tell me what looks useful to you. |  |
| Is this similar to something that you currently use? *If yes, see if we can get a copy of it.* |  |
| If no interest is expressed in printing, ask about it. If you wanted to print this, how would you normally do that? |  |
| Would you be able to utilize this in your work? |  |
| If participant uses breadcrumbs to go back, ask what they expected to find? |  |

# Step 2: How to interview users-link

If not selected earlier, circle back to this. I want you to take a look at this now.

|  |  |
| --- | --- |
| Probes | Response |
| Take a minute and look over this information, then I will ask you some questions. |  |
| Tell me what looks useful to you. |  |
| Is this similar to something that you currently use? *If yes, see if we can get a copy of it.* |  |
| If no interest is expressed in printing, ask about it. If you wanted to print this, how would you normally do that? |  |
| Would you be able to utilize this in your work? |  |
| If participant uses breadcrumbs to go back, ask what they expected to find? |  |
|  |  |

# Step 3 Overview

I want you to tell me how you normally do this today, and then review this and tell me if it overlaps with your process or is different in some ways.

# Step 3: CPRS Design Guide - link

If participant has not commented on this yet. When you are performing this work, what do you use? CPRS tool, powerpoint, Visio? Then how do you review these with your requestor?

|  |  |
| --- | --- |
| Probes | Response |
| Before clicking on it, what do you expect to find here? Now click on it, is it too overwhelming with text? Re find something on the page. |  |
| Have you used this before? Pros and cons of the pattern guide? |  |
| Would you need anything else to be able to use this? What would that be? |  |
| How would you use this in your work? Do you use anything else like this? Saved designs, other colleagues, email for CACs. |  |
| Printing? |  |
| If participant does not notice link to PDF in source, ask if they saw it, and would they want to use that instead? |  |
| Let’s go back to the quick start guide. How does the participant navigate? |  |

# step 3: common usability issues - link

What do you expect to find here?

|  |  |
| --- | --- |
| Probes | Response |
| Take a minute to look this over. What looks helpful here? Is there a way you do this now? |  |
| Tell participant anchor links not active, but they can scroll to that content. |  |
| Questions formatted inconsistently |  |
| Text overflow |  |
| Required format of field entry not clear |  |
| Other comments |  |

# step 3: how to use Visual modeling method-link

Direct participant to this link. Would this be something useful in your work? Tell me why or why not.

|  |  |
| --- | --- |
| Probes | Response |
| Tell me what this means to you? |  |
| Have you received training or worked with workflow modeling before? |  |
| How did that work out? |  |
| Is this something that you see value in? |  |
| How else might you do this? |  |

**Optional: Resources page**

Tell me about the items here. What would you gravitate to using, the first time on the site?

|  |  |
| --- | --- |
| Probes | Response |
| What would you expect to find when you click here? What would you want to see here? |  |
| If now they recognize the principles, record the terms that would be more recognizable than the ones we currently have on the site. |  |
|  |  |

**optional: Quick Start Guide Location**

[intro to site- start on Home page] I want you to assume that you have received a work assignment, to develop a clinical reminder. Your management told you about a site that might be useful for incorporating user centered design into your work. You have the link, and are now on page on the site.

Based on what you have heard, what do you expect to find here.

Reminder to please think aloud. And even though not all links work, tell me what you expect to find when you click.

|  |  |
| --- | --- |
| Probes | Response |
| What did you expect to see here? |  |
| What looks like it might be of value? |  |
| After participant has explored:  If on the quick start guide, go to the next section. |  |
| If not on the quick start guide: For today I would like you to use the Quick Start Guide. Note how they get there. What do you expect that to include? |  |
| What else might you be interested in? |  |

# Overall site comments and Debrief

Now take a minute to think about everything that we have covered

1. On a scale of 1-5, where 1 is very unlikely and 5 is very likely, how would rate the possibility of pulling QSG sections to use in different kinds of projects.
2. Which sections are you most likely to use. Feel free to click around the prototype.
3. What else might be included or removed that would make the site more useful or valuable to you?
4. How do you see yourself using this information, when a new request is received? Or in your day to day work?
5. Are there barriers to that? What are they?
6. Who else do you think could benefit from this site? Possibly ask for other people for feedback.

On a scale from 0-10, where 0 is not at all likely, and 10 is extremely likely, how likely are you to recommend this site to other (CACs, NIs)? [Note-this is just to spur more conversation while gathering this data.]

Thank you for your time, we appreciate your input. Your feedback will be combined with the input from others to inform the development team.

# Appendix A: Consent Agreement SHown at Start of Session

Agreement

* I voluntarily agree to participate in an evaluation being conducted by the HFE team.
* I authorize the HFE team to keep, preserve, use in any manner and dispose of the findings from this evaluation, including my feedback and opinions expressed. The HFE team will not associate my name or organization name with the results of this evaluation.
* I give my permission for to make screen video and audio records of me during this evaluation. I understand that these recordings can be used only for evaluation purposes and can be used for no other purpose without my knowledge and consent.
* I understand that my participation is completely voluntary. I understand that I can stop participating and that I may leave at any time. I agree to immediately raise any concerns or areas of discomfort with the study administrator.