**Interview Questions for CHIO Stakeholders**

Intro explaining the purpose of the call – the HFE team is creating a training class that will teach CACS about the importance of Human-Centered Design and will equip them with the tools to start to perform usability activities. Our goal is to provide CACS with a better understanding of usability methods but to also point them to resources that can be used to deep dive into different methods (UX Guide) as well as how to contact the HFE team.

1. We would love to get your thoughts on your high-level vision for this training.
   * What would you like this training to accomplish?
   * What are the training needs?
2. Do you have a sense of how much CACs know about the HCD process? How much time should we dedicate in the training class to describe to CACs the importance of using a human-centered design process and the outcomes of this process?
3. HCD process, goals and activities you can use with your teams to design and deliver new programs, services, and products for Veterans
4. What kind of skills do you think they need to know

1. What content do you feel should be included in the UX guide?

That is all the questions that we had for you today, is there anything else you can think of that you would like to share before we end our call today?

**Stakeholder Interview Questions (Brenna, Scott, and Tim)**

1. As we get started, can you briefly describe your role at the VHA?
   * What health IT projects are you currently involved in?
   * [**Brenna Long**] We understand that you will be involved in the creation of a Value Management Playbook. Can you tell us a little about this project?
   * [**Scott Wood**] We understand that you co-led the Usability Toolkit project. Can you tell us a little bit about this project?
   * Are there any high-impact projects the User-Experience guide should support?
   * Do you have end users? If so, who are they?
2. Are you familiar with the current work effort of the User-Experience Guide?
   * How familiar are you with the concept and process of “Human Centered Design”?
   * How do you believe that a Human Centered Design process can improve HIT (Health IT) projects?
3. We would love to hear your vision for the future UX website.
   * What types of users/user groups do you imagine will use the UX guide?
   * In your perspective, what is the importance of the UXG? What should it accomplish? What do you want the users to take away from the site?
   * What content should be included on this site?
   * What content would be helpful to you?
   * Are there any other sites that you know of that accomplishes the goals and content you have mentioned?
   * Do you imagine you would refer to the UXG? How do you imagine you would use the guide? How frequently would you refer to the information on the website?
4. We have been thinking a little about the UXG enabling a community of practice. We have some ideas such as ability to comment on articles, having links to social media networks, a chat tool, etc. What do you think about this idea, and are there any other ways that we can create a community through this website?

That is all the questions that we have for you today, Thank you so much for taking the time to speak to us. Do you have any last-minute thoughts or anything else you would like to share about the User-Experience Guide?

**Interview Questions for Jennifer Herout (Office of Connected Care)**

1. As we get started, can you briefly describe your current role at the VHA? We understand that until recently you were the technical lead for the HFE team?
   * In your current role, do you work with the HFE team?
   * What health IT projects are you currently involved in?
   * Are there any high-impact projects the User-Experience guide should support?
   * Do you have end users? If so, who are they?
2. Are you familiar with the current work effort of the User-Experience Guide?
3. Can you tell us about your vision for the UX Guide?
   * In your perspective, what is the importance of the UXG? What should it accomplish?
4. Can you explain who the intended user-groups are of the UX Guide?
   * How do you imagine these users will interact with the website?
   * What goals will users have when visiting the site? What do you want the users to take away from the site?
   * In your experience, do you feel like these user-groups understand what Human Centered Design is?
   * In your experience, do these user-groups understand the role that the HFE team plays at the VHA?
5. What content do you feel should be included in the UX guide?
   * What content would be helpful for you?
   * Do you imagine you would refer to the UXG? How do you imagine you would use the guide?
   * Are there any other sites that you know of that accomplishes the goals and content you have mentioned?
6. We have been thinking a little about the UXG enabling a community of practice. We have some ideas such as ability to comment on articles, having links to social media networks, a chat tool, etc. What do you think about this idea, and are there any other ways that we can create a community through this website?

That is all the questions that we have for you today, Thank you so much for taking the time to speak to us. Do you have any last-minute thoughts or anything else you would like to share about the User-Experience Guide?