Veteran Top Tasks Survey & Home Page Redesign Usability Testing

Research Readout

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Veteran Top Tasks Survey

Research Goal & Questions

Goal: Learn **which VA-related tasks are most important to Veterans** *(and family members or caregivers, survivors, and service members)*
> so these tasks can be best supported from the VA.gov home page

Research Questions:

1. When Veterans and others contact the VA, what tasks are most important to them?
2. How many tasks do Veterans and others identify as important to themselves?
3. What tasks are least important?
4. Are there any important tasks missing?
5. What tasks are done most frequently?

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Methodology

Online survey in Optimal Workshop Questions tool

Phase 1 (May): **Remote moderated** 1-hour sessions over Zoom to get feedback on survey

Survey questions, tasks, and instructions were refined per moderated findings

Phase 2 (June): **Unmoderated survey** in distinct cohorts of fewer than 10 participants per cohort (per PRA)

Data analyzed: 48 unmoderated + 7 moderated participants = **55 survey responses**

Please check the VA-related tasks below that are **most important to YOU personally right now**, no matter how you do them (in person, on the phone, or online). You'll need to **scroll down** to see all the options.

☐ Learn about or file for disability compensation (service-related)

☐ Check the current disability compensation rates

☐ Upload evidence to support disability claim

☐ Check your claim or appeal status

☐ Request a decision review (appeal) on a claim

☐ File for a VA disability increase

☐ View your disability rating

☐ Learn about or apply for education benefits

☐ Compare VA education benefits and rates by school

☐ Check or update your current education benefits

☐ Verify your monthly school enrollment

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VA-Related Tasks in Survey

Developed a list of **41 VA-related tasks**

- Synthesized from the VA.gov home page, user research studies, top VA site searches, and VA IA, product, and UX colleagues
- Reviewed by VA Content and IA folks
- All tasks were listed in the survey question:

> Please check the VA-related tasks below that are **most important to YOU personally right now**, no matter how you do them (in person, on the phone, or online). You'll need to **scroll down** to see all the options.

- Example tasks:
  - *Learn about or file for disability compensation (service-related)*
  - *Check or update your current education benefits*
  - *Message your doctor or get a health care message*
  - *Find a hospital, clinic, pharmacy, or Vet Center*
  - *Update your contact information with VA*

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Other Survey Questions

- How do you typically interact with the VA? *(checkboxes)*

- Are there any VA-related tasks that are important to you that you DIDN'T see in the previous list? *(open-ended text)*

- What VA-related tasks do you do MOST FREQUENTLY? *(open-ended text)*

- What VA benefits (if any) do you have experience with? *(checkboxes)*

- What is your role in relation to the VA? *(checkboxes)*

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Participant Recruiting–55 people completed survey

We wanted to recruit a diverse sample of people who might use a variety of VA benefits, including

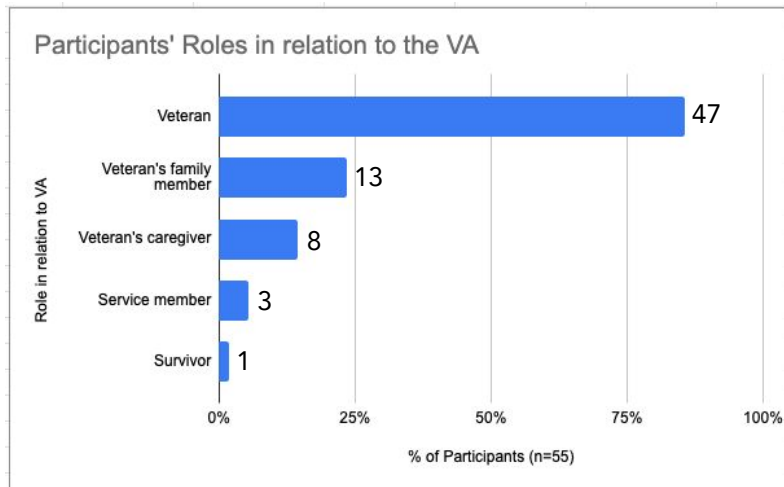- Veterans, Veterans' caregivers, Veterans' family members, and service members ✅ **see next slide**
- Range of experiences with VA benefits:
    - Experience with *any* VA benefit ✅ **54**
    - Experience with VA health care ✅ **41**
    - Experience with any VA benefit *that doesn't include* VA health care ✅ **13**
    - *No* experience using *any* VA benefits but interested ❌ **got 1 but wanted 12**
- Some with a cognitive disability ✅ **10**
- Range of ages, including people 55 years or older and people under 35 years old ✅ **23 older, 7 young**
- A range of genders, races, rural/remote locations, and education levels ✅

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Participant Demographics (55 total)

Good distribution across ages, races, genders (28 male, 26 female, 1 unknown), rural/urban, education levels

Have experience with VA benefits	% of Participants (n=55)	# of Participants
Health care (for example, clinic appointments, prescription refills, or messaging)	75%	41
Disability (for example, claims and appeals)	69%	38
Education (for example, GI Bill or Yellow Ribbon)	66%	36
Home loan Certificate of Eligibility (COE)	40%	22
Career services (for example, Vocational Rehabilitation & Employment or small business certification)	27%	15
Pension	11%	6
Life insurance	9%	5
Burial benefits or memorial items	7%	4
Housing (for example, adaptive housing or homelessness services)	7%	4

Participants' Roles in relation to the VA

Role	Value
Veteran	47
Veteran's family member	13
Veteran's caregiver	8
Service member	3
Survivor	1

% of Participants (n=55)

Note: Participants' roles add up to more than 55 because some had more than one role

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Key Finding #1: Most top tasks were related to health care

Across all survey participants, **5 of the 6 top tasks were related to health care**
(only *Learn about or file for disability compensation* was not):

Task	% participants marked important	# participants (of all 55) marked important
Schedule or manage health appointments	58%	32
Message your doctor or get a health care message	55%	30
Check your lab or test results	51%	28
Refill or track a prescription	51%	28
Learn about or file for disability compensation (service-related)	46%	25
Get your VA medical records	44%	24

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Key Finding #2: For participants w/o VA health care, top tasks were quite different

For participants who don't use VA health care, top tasks were quite different.

Only overlaps:

Learn about or file for disability compensation

and

Get your VA medical records

Task	% participants marked important	# participants (of 14 *w/o* VA health care) marked important
Learn about or file for disability compensation (service-related)	71%	10
Learn about or apply for education benefits	50%	7
Apply for a home loan Certificate of Eligibility (COE)	50%	7
Update your contact information with VA	43%	6
Review or update your dependents	36%	5
Get your VA medical records	36%	5
Get letters about your VA benefits and service history (benefit letters)	36%	5
Check the current disability compensation rates	36%	5
Check or update your current education benefits	36%	5

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Key Finding #3: Top tasks varied by participant age

Task	% participants marked important	# participants (of 23 who are 55 or older) marked important
Schedule or manage health appointments	65%	15
Check your lab or test results	61%	14
Message your doctor or get a health care message	61%	14
Refill or track a prescription	57%	13
Learn in advance if eligible for burial in a VA cemetery	52%	12
Find a VA form	48%	11
Get your VA medical records	48%	11
Find a hospital, clinic, pharmacy, or Vet Center	44%	10

Task	% participants marked important	# participants (of 7 who are under 35) marked important
Learn about or apply for education benefits	71%	5
View your payment history	71%	5
Check or update your current education benefits	57%	4
Compare VA education benefits and rates by school	57%	4
Get your VA medical records	57%	4
Update your contact information with VA	57%	4
Apply for a home loan Certificate of Eligibility (COE)	43%	3
File for a VA disability increase	43%	3
Find a mental health counselor or therapist	43%	3
Learn about or file for disability compensation (service-related)	43%	3
Verify your monthly school enrollment	43%	3

Top tasks varied by participant age, with **older participants favoring health care and burial tasks**, while **younger participants focused on education benefits and payment history**.

Participants age 35-54 align more with the older group--mostly health care tasks plus disability compensation, but no burial.

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Key Finding #4: List of 25 top tasks from all segments

25 Top Tasks
of 41 tested

6 Primary Top Tasks

9 Secondary Top Tasks

10 Tertiary Top Tasks

Task with at least 30% importance in any segment	Top task in how many segments? (out of 6: all, hc, no hc, < 35, 35-54 >55)
Learn about or file for disability compensation (service-related)	6
Get your VA medical records	6
Schedule or manage health appointments	4
Message your doctor or get a health care message	4
Check your lab or test results	4
Refill or track a prescription	4
Update your contact information with VA	3
Find a hospital, clinic, pharmacy, or Vet Center	2
Find a mental health counselor or therapist	2
File for a VA disability increase	2
Learn about or apply for education benefits	2
Get letters about your VA benefits and service history (benefit letters)	2
Learn in advance if eligible for burial in a VA cemetery	2
Apply for a home loan Certificate of Eligibility (COE)	2
Check or update your current education benefits	2
Check the current disability compensation rates	1
Learn about or apply for VA health care	1
Find a VA form	1
View your payment history	1
Request your military records (DD214)	1
Review or update your dependents	1
Learn about or file for reimbursement for travel expenses to/from medical appointments	1
Learn about or apply for life insurance	1
Compare VA education benefits and rates by school	1
Verify your monthly school enrollment	1

Key Finding #4 (cont'd): 25 top tasks by benefit category

25 Top Tasks by Benefit Category, sorted

9 Health Care tasks

4 Education tasks

3 Disability tasks

3 Other

6 Independent of benefit categories

Task with at least 30% importance in any segment	Benefit category
Get your VA medical records	health care
Schedule or manage health appointments	health care
Message your doctor or get a health care message	health care
Check your lab or test results	health care
Refill or track a prescription	health care
Find a hospital, clinic, pharmacy, or Vet Center	health care
Find a mental health counselor or therapist	health care
Learn about or apply for VA health care	health care
Learn about or file for reimbursement for travel expenses to/from medical appointments	health care
Learn about or apply for education benefits	education
Check or update your current education benefits	education
Compare VA education benefits and rates by school	education
Verify your monthly school enrollment	education
Learn about or file for disability compensation (service-related)	disability
File for a VA disability increase	disability
Check the current disability compensation rates	disability
Learn in advance if eligible for burial in a VA cemetery	burial
Apply for a home loan Certificate of Eligibility (COE)	housing
Learn about or apply for life insurance	life insurance
Update your contact information with VA	
Get letters about your VA benefits and service history (benefit letters)	
Find a VA form	
View your payment history	
Request your military records (DD214)	
Review or update your dependents	

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Recommendation #1: Choose tasks based on audience

When choosing user tasks for use in designing the VA.gov home page or planning any user research or analytics,

consider your intended audience:

- Will there will be people who **use VA health care?**
  - People who *don't* use VA health care?
  - Both?

- What **age range(s)**?
  - Younger?
  - Older?
  - All ages?

- Where will they be in their **journey using VA benefits?**
  - Focused on learning about VA benefits and applying for them?
  - Managing the benefits they already have?
  - Both?

Then select a range of tasks from the list of the top 25 which have at least some relevance to most people in your user base

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Recommendation #2: VA.gov should support all 25 tasks

Since the unauthenticated VA.gov home page serves users of **ALL ages and benefit experience levels with VA (including with and without VA health care)**,

we'd like the VA.gov home page to support ALL 25 top tasks.

Usability testing of the redesigned home page will provide valuable input to see whether all top tasks are easy to do from the home page.

I'll present these research findings next…

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Recommendation #3: Group together health care tasks

Since the **top health care tasks are so important to anyone using VA health care and irrelevant to those who are not, consider grouping them together into one navigation item** (i.e., "manage your health care") instead of listing them separately:

- *Schedule or manage health appointments*
- *Message your doctor or get a health care message*
- *Check your lab or test results*
- *Refill or track a prescription*

But consider **having** *Get your VA medical records* **separate** because it's also a top task for people without VA health care

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Home Page Redesign Usability Testing

Research Goal & Focus

Goal: **Get user feedback on the redesigned VA.gov home page** and assess whether the design changes have improved the usability of the home page

Areas of focus:

Everything between header & footer–

- "Sign in or create an account" button
- New Search box
- Other search tools
- Common tasks
- VAntage Point blog promo
- Benefit hubs

NOT: header, footer, banner alerts
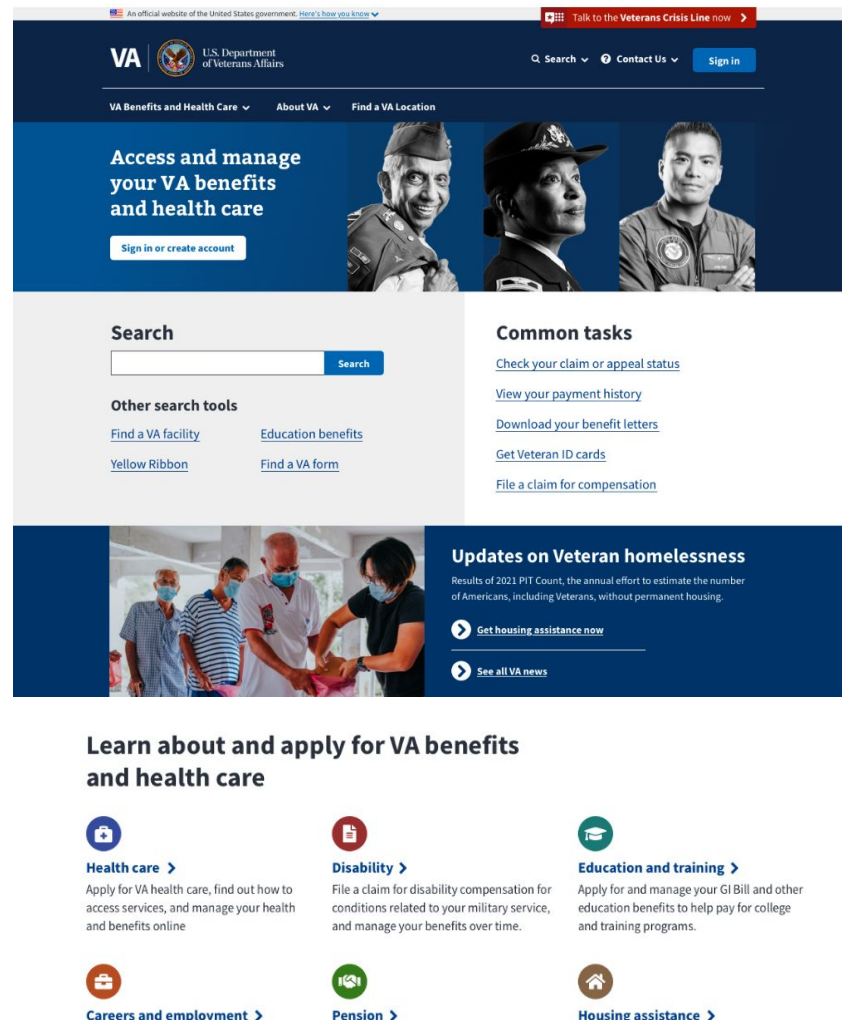
Research Questions

Research Questions:

1. Are participants **able to complete top tasks from the home page?**
   a. For tasks that are the same as those from last year's baseline wayfinding research, how do success rates compare with last year?
2. **Which parts of the home page do participants use** to complete tasks and how?
3. **When do participants search** (typing into a box) **vs. browse** (clicking on links)?
4. What are participants' **expectations of the VAntage Point blog** promo content?

Methodology

Remote moderated usability sessions via Zoom (**August 2022**)

- Asked about VA benefit experience
- Based on their benefit experience, **moderator posed top tasks to do (from 20 of the 25 Veteran top tasks)** as wayfinding prompts to explore the redesigned home page
- Some tasks were listed under "Common tasks", while others were not
- **Recorded success yes/no**, and participant's ease rating (1-5)
- Each task completed by ≥ 6 people

Top task in usability test	When asked
Learn/apply for education benefits	If *haven't* used education benefits
Compare VA education benefits by school	If *haven't* used education benefits
Learn/apply for disability compensation	If *haven't* used disability benefits
File for disability increase	If *have* used disability benefits
Find current amount of disability or education (payment history)	If *have* used disability or education benefits
Check current disability compensation rates	If *have* used disability benefits
Check/update education benefits	If *have* used education benefits
Message your doctor	If *have* VA health care
Travel expense reimbursement for medical appt	If *have* VA health care
Learn/apply for VA health care	If *don't* have VA health care
Find a VA hospital (Find a VA location)	anytime
Get VA medical history/records	anytime
Get proof of income from VA (benefit letters)	anytime
Add spouse (Review/update dependents)	anytime
Update your address with VA	anytime
Find mental health counselor/therapist	anytime
Learn if eligible for burial	anytime
Apply for home loan Certificate of Eligibility	anytime
Request your military records	anytime
Find a VA form	If participant said they'd look for a form...

Participant Recruiting–Talked to 19 people

We wanted to recruit a diverse sample of people who might use VA benefits, including

- Veterans, Veterans' caregivers, Veterans' family members, and service members ✅ **see next slide**
- Range of experiences with VA benefits:
  - No experience with *any* VA benefits or only one benefit ✅ **2 people w/little experience**
  - Experience with 2 or more VA benefits ✅ **17**
  - *No* experience with VA health care ✅ **3**
  - Experience with VA health care ✅ **15**
- Using different devices (desktop/laptop computer, tablet, smartphone) ✅ **but only 3 smartphones**
- Some with a cognitive disability ✅ **4**
- Range of ages, including people 55 years or older and people under 35 years old ✅ **7 older, 2 young**
- A few who are visually impaired and use screen readers ❌ **didn't get any**
- Some who have never used VA.gov before ✅ **4**
- A range of genders, races, rural/remote locations, and education levels ✅

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Participant Demographics (19 total)

Good distribution across ages, races, genders (12 male, 6 female, 1 trans), rural/urban, education levels

Participants' Roles in relation to the VA

Role in relation to VA	# of Participants (of 19)
Veteran	16
Veteran's family member	2
Service member	2
Veteran's caregiver	1

Devices used during research session

Device	# of Participants (of 19)
Deskop/laptop	12
Tablet	4
Smart phone	3
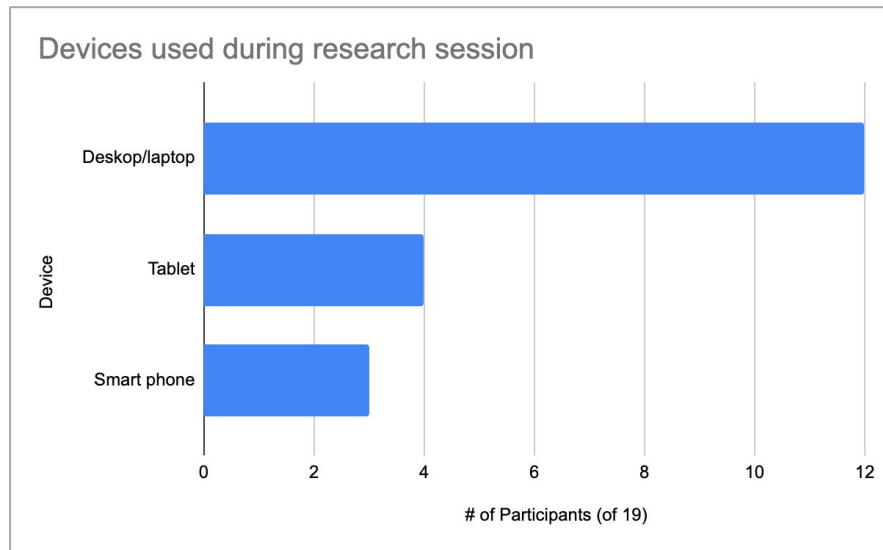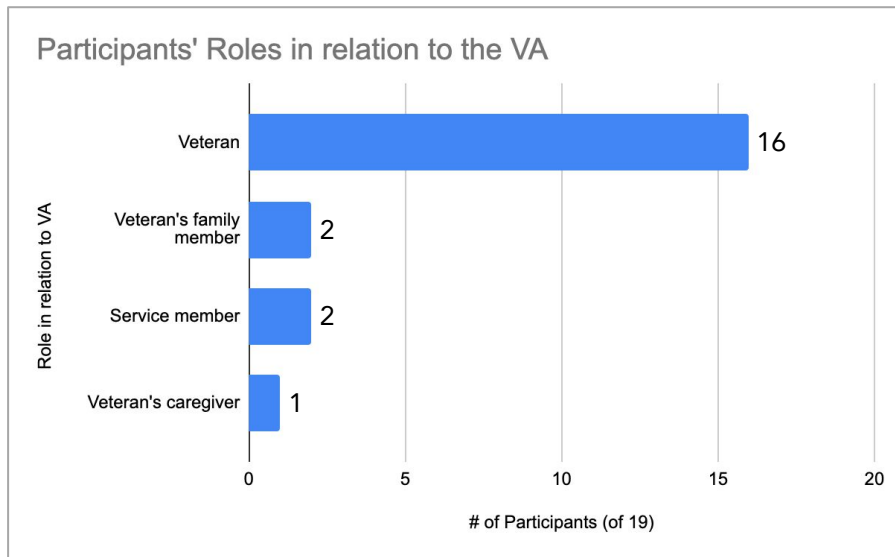
Note: Participants' roles add up to more than 19 because some had more than one role

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Key Finding #1: Most participants browsed w/o searching

Most participants browsed (clicked links on home page, header megamenu, benefit hubs, etc.) **without using the Search box at all, or searched only when browsing didn't work**.

5 distinct usage patterns:
1. **Browsed exclusively**, never searched (7 participants)
2. **Started browsing, and later discovered the search box** and used it more (7 participants)
3. **Mostly browsed but tried search once** (3 participants)
4. **Tried search first, some success, then irrelevant results, so stopped using search** (1 participant)
5. **Searched exclusively** (only 1 participant, which was the youngest one)

WHY did participants browse and avoid search?
- Don't like to type into the search box (and have to spell correctly)
- It's easier to click on something
- Figured they can find what they need by browsing the topics shown

Key Finding #2: Most people's navigation didn't include the entire home page but only certain parts of it

Some participants found one way to navigate that worked for them, which they used for most tasks, ignoring other parts of the home page.

Browsing focus patterns observed:

- Only the *VA Benefits and Health Care* megamenu in the header
- Only *Common tasks* and *Other search tools*
- Only the benefit hubs
- Only the search box
- A combination of some of the above but usually not all
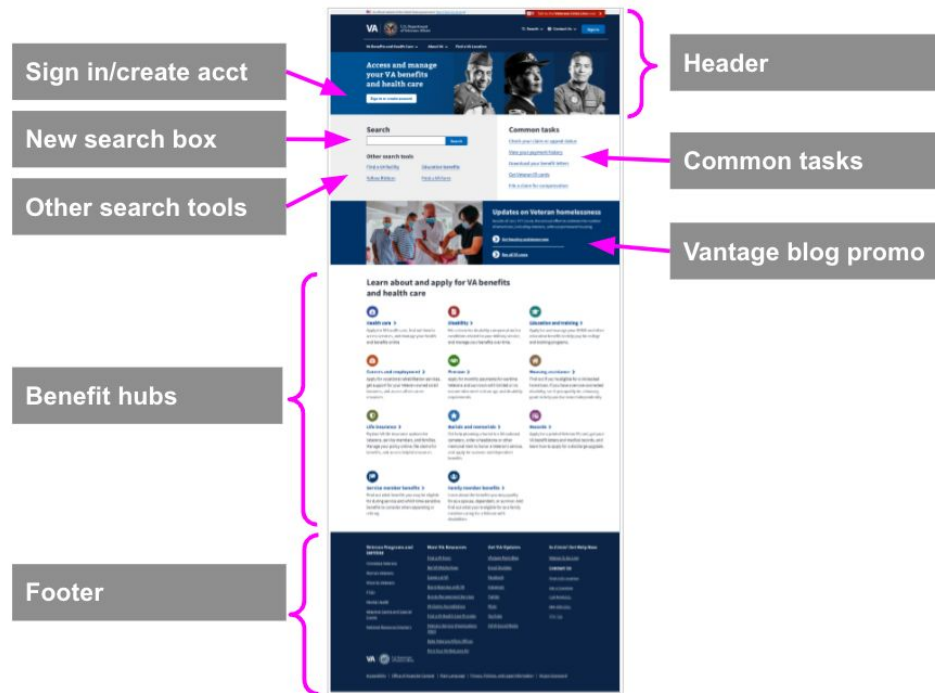
Key Finding #2: Most people's navigation didn't include the entire home page but only certain parts of it (cont'd)

% of 19 research participants who clicked in each area

Key:

70-100%	(red)
50-69%	(yellow)
25-49%	(green)
10-24%	(blue)
0-9%	(purple)

Mock-up of the VA home page with percentages overlaid:
- 74% (header)
- 16%
- 47%
- 63%
- 68%
- 0% *
- 68%
- 21%

Where people clicked:

1. Header (74% = 14/19 participants)
2. *Common tasks* (68% = 13/19)
2. Benefit hubs (68% = 13/19)
3. *Other search tools* (63% = 12/19)
4. New search box (47% = 9/19)
5. Footer (21% = 4/19)
6. *Sign in or create account* button (16% = 3/19)

Most participants (79%) scrolled all the way down the home page to the footer.

*0% is OK because we didn't have any tasks that related to the Vantage part of the page

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Key Finding #3: 16 of 20 tasks were successfully completed by at least 70% of those who tried them

| Task #	Task description	Participant Ratings (1 = difficult, 5 = easy)			Successfully completed task w/o assistance	Comparison w/Baseline	Baseline Wayfinding (4/2021)
		Avg	Min	Max	% Success		% Success
3	Learn/apply for disability compensation	4.9	4.0	5.0	100%		
8	Find a VA hospital (Find a VA location)	5.0	5.0	5.0	100%	Improvement from	83%
11	Travel expense reimbursement for medical appt	3.6	2.0	5.0	100%		
12	Learn/apply for VA health care	4.8	4.0	5.0	100%		
13	Get proof of income from VA (benefit letters)	4.5	3.0	5.0	100%	Improvement from	82%
15	Update your address with VA	4.3	3.0	5.0	100%		
17	Learn if eligible for burial	4.8	3.0	5.0	100%		
18	Apply for home loan Certificate of Eligibility	4.1	2.0	5.0	100%		
19	Request your military records	4.5	3.0	5.0	100%		
16	Find mental health counselor/therapist	4.1	2.0	5.0	90%		
1	Learn/apply for education benefits	4.6	3.0	5.0	89%		
9	Get VA medical history/records	4.0	3.0	5.0	86%	Improvement from	67%
20	Find a VA form	4.6	3.0	5.0	86%		
5	Find current amount of disability or education (payment history)	4.2	2.0	5.0	83%		
10	Message your doctor	3.8	1.0	5.0	83%	WORSE than	100%
7	Check/update education benefits	4.1	2.0	5.0	71%		
6	Check current disability compensation rates	3.1	1.0	5.0	60%		
2	Compare education benefits by school	3.1	1.0	5.0	56%		
14	Add spouse (Review/update dependents)	3.0	1.0	5.0	56%	WORSE than	78%
4	File for disability increase	4.5	3.0	5.0	50%		

Key Finding #4: Two sign-in buttons redundant/confusing

- 3 participants said that it was redundant or confusing to have two different sign-in buttons.
- **Neither button was used much during the sessions because most people used the "sign in" button on specific content pages.**
- A quarter of the participants (5 of 19) said that they'd normally sign in first.
- One participant said that they didn't think to sign in because they mostly use the VA mobile app (and stay signed in).
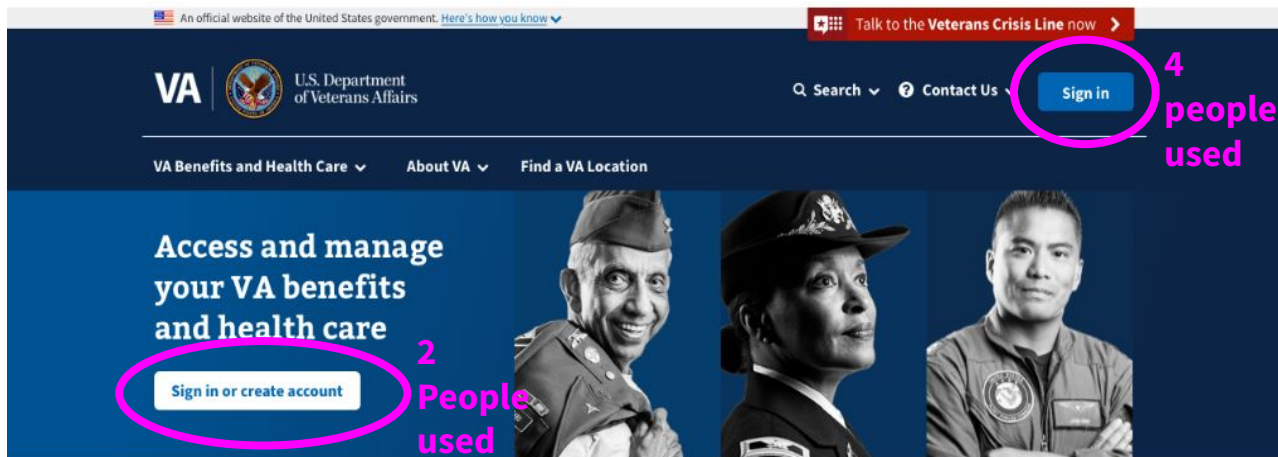
Key Finding #5: Vantage blog promo box not seen as news

There were no tasks related to the Vantage blog promo box, and no one mentioned it until the moderator asked about it during the post-task interview. Participants' feedback:

Updates on Veteran homelessness
Results of 2021 PIT Count, the annual effort to estimate the number of Americans, including Veterans, without permanent housing.

Get housing assistance now

See all VA news

- Many **didn't realize that the Vantage box entitled "Updates on Veteran homelessness" was a *news article* and thought it featured an important VA benefit for homeless Veterans.**
  - Those who noticed the **"All VA News" link in the box questioned why it was there** because it had nothing to do with the homelessness benefit information.
- 2 recognized the Vantage box as **news, which they didn't care to look at**.
- 1 said they thought it was a **banner ad, and so ignored it**.
- When asked what other types of content should be shown in this section, several said they **wanted information about recent legislation enacted (e.g., burn pit registry), changes in VA benefits or procedures, or specific VA benefits** (e.g., education, disability/claims, housing loans, local Veterans homeless shelters or mobile assistance units).

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Recommendations (preliminary)

1. **Keep the new search box** because more participants found it (9) *vs.* using search in the header (6).
2. Work with the Content team to **make headings and link labels more intuitive** (e.g., Common tasks, Other search tools).
3. Consider **adding more top tasks to the Common tasks** section.
4. Consider **renaming the "Sign in or create account" button** to "Create an account" to target people who don't yet have a VA account.
5. **Try to ensure that all top tasks can be accomplished via both searching and browsing** in order to support people who use the home page in different ways. There are opportunities for tweaks to the Common tasks, Other search tools, benefit hubs, and the VA Benefits and Health Care megamenu–different areas of the home page where people focused their attention.
6. **Consider enlarging the font size** of some of the text of the benefit hub descriptions and the list of common tasks.

Next Steps

- **Present results** to Sitewide Public Websites, Health Apartment, Authenticated Experience, and any other interested teams.
- After the home page redesign is revised per this research feedback, conduct a **second round of usability testing**.
    - Recruit some screen reader users
    - Recruit more people who will use their smartphone during the session

Questions?

Appendix

Research Report Links on GitHub

Link to detailed research reports on Github:

- [Veteran Top Tasks](#) (July 2022)

- [Home Page Redesign Usability Testing](#) (Aug 2022)

- [Baseline Wayfinding on VA.gov](#) (May 2021)

Feel free to reach out to Cindy Merrill on Slack

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41 VA-Related Tasks in Veteran Top Tasks Survey

- Learn about or file for disability compensation (service-related)
- Check the current disability compensation rates
- Upload evidence to support disability claim
- Check your claim or appeal status
- Request a decision review (appeal) on a claim
- File for a VA disability increase
- View your disability rating
- Learn about or apply for education benefits
- Compare VA education benefits and rates by school
- Check or update your current education benefits
- Verify your monthly school enrollment
- View your payment history
- Pay your VA copay bill or other VA debt
- Get help with your VA debt
- Review or update direct deposit
- Learn about or apply for VA health care
- Update insurance or financial information for your VA health care
- Check your lab or test results
- Message your doctor or get a health care message
- Refill or track a prescription

- Schedule or manage health appointments
- Find a mental health counselor or therapist
- Learn about or order hearing aid batteries
- Get your VA medical records
- Learn about or file for reimbursement for travel expenses to/from medical appointments
- Apply for a home loan Certificate of Eligibility (COE)
- Get help with your rent, utility bills, or other housing-related expenses
- Update your contact information with VA
- Review or update your dependents
- Learn about or apply for a Veteran ID card
- Get letters about your VA benefits and service history (benefit letters)
- Request your military records (DD214)
- Find a hospital, clinic, pharmacy, or Vet Center
- Find a VA form
- Apply to receive benefits as a Veteran's caregiver
- Find VA events and classes
- Get help with your VA claim/application from a Veterans Service Officer (VSO) or an accredited representative
- Learn about job and training support available from VA
- Learn about or apply for monthly Veterans pension payments
- Learn about or apply for life insurance
- Learn in advance if eligible for burial in a VA cemetery
- None of the above are important to me

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Other Survey Questions

1.

How do you typically interact with the VA? Check all that apply.

*

Checkbox select

- Visit a VA location
- Call the VA
- Use VA.gov
- Use My HealtheVet
- Use eBenefits
- I don't contact the VA directly, but I hear about it while helping someone else
- I don't interact with the VA
- Other _____

3.

Are there any VA-related tasks that are important to you that you DIDN'T see in the previous list?

Multi-line text

4.

What VA-related tasks do you do MOST FREQUENTLY?

Multi-line text

5.

What VA benefits (if any) do you have experience with? Check all that apply.

*

Checkbox select

- Health care (for example, clinic appointments, prescription refills, or messaging)
- Education (for example, GI Bill or Yellow Ribbon)
- Career services (for example, Vocational Rehabilitation & Employment or small business certification)
- Disability (for example, claims and appeals)
- Housing (for example, adaptive housing or homelessness services)
- Home loan Certificate of Eligibility (COE)
- Pension
- Life insurance
- Burial benefits or memorial items
- None of the above
- Other _____

6.

What is your role in relation to the VA? Check all that apply.

*

Checkbox select

- Veteran
- Veteran's family member
- Veteran's caregiver
- Service member
- Survivor
- Other _____

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Key Finding #4 (cont'd): 25 top tasks by Learn *vs.* Manage

25 Top Tasks by
Learn *vs.* Manage Benefit

**13 Manage benefit tasks**

6 Learn/Explore/Apply benefit tasks

6 Learn OR Manage benefit tasks

Task with at least 30% importance in any segment	% participants marked important overall
Schedule or manage health appointments	58%
Message your doctor or get a health care message	55%
Check your lab or test results	51%
Refill or track a prescription	51%
Get your VA medical records	44%
Update your contact information with VA	27%
Get letters about your VA benefits and service history (benefit letters)	27%
File for a VA disability increase	27%
View your payment history	26%
Review or update your dependents	22%
Learn about or file for reimbursement for travel expenses to/from medical appointments	20%
Check or update your current education benefits	16%
Verify your monthly school enrollment	7%
Learn about or file for disability compensation (service-related)	46%
Learn in advance if eligible for burial in a VA cemetery	27%
Learn about or apply for VA health care	27%
Learn about or apply for education benefits	27%
Apply for a home loan Certificate of Eligibility (COE)	22%
Learn about or apply for life insurance	16%
Find a hospital, clinic, pharmacy, or Vet Center	29%
Find a mental health counselor or therapist	27%
Check the current disability compensation rates	27%
Find a VA form	26%
Request your military records (DD214)	26%
Compare VA education benefits and rates by school	13%

Top Tasks Histograms

% participants who marked each task as important (all 55 participants)
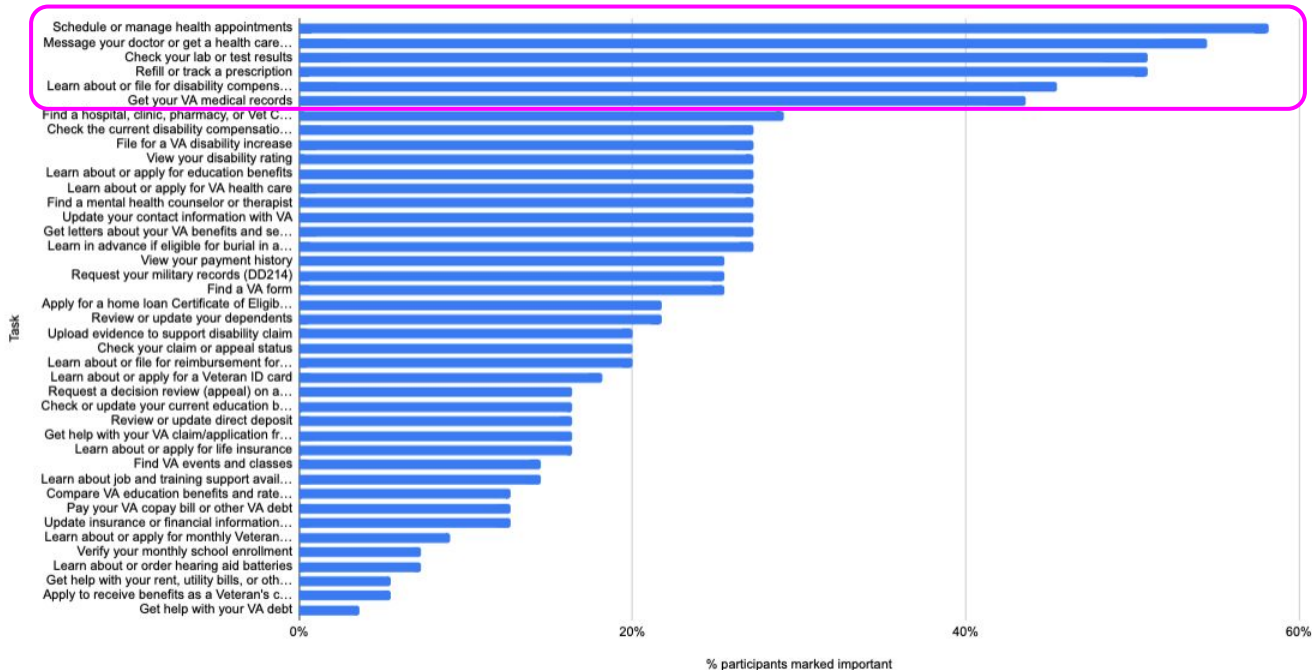
Top Tasks research results are usually shown in a **histogram** to visually compare tallies per task.

But task names are too small to read in slides, so no more here.

See them in the [full research report](#).

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