

Greetings

- Hello, Thank you for stopping by today, we really appreciate it
- **Background and Introductions:**
 - My name is [Name] and I work as [Role in this project] with team [team name]. We are working on redesigning [Project Name]. To provide a little bit of context, as part of the process, we are reaching out to users to get more insight into home page layouts and designs we put together for new [goal].
- **What to expect:**
 - In a minute we will show you [wires/user flows] and we will ask you to accomplish some tasks.
 - It will take around [how many] minutes.
 - We do have a list of questions to guide the conversation but this is going to be pretty informal
 - As you go through the [wires] we want you to think aloud. Please voice whatever you are looking at, thinking, doing, and feeling as you go through the page.
 - Please be honest this is a test of the [apps / website] and not of you.
 - Remember, there are no right or wrong answers. You may say anything positive or negative about the site. Please be candid as you are not going to hurt our feelings.
- **Recording Release (verbal / document approval)**
 - We would like to record our conversation with your permission. The recording will be used for research purposes only and your name and voice will not be used for any other purpose. Your feedback will be stored as anonymous. Do we have your permission to record the session?
 - Yes - proceed with the recording
 - No - turn off the recording
- Thank you again for your time. We really appreciate that your feedback is very valuable to us in the decision-making process. We are done with the test. Do you have any questions for us?

Links to Comps: (link to Prototype)

http://dalefrey.net:8181/node/add/site_page

Link to Response Form

Collect Feedback

Questions

- For English Content Modifications

Scenario 1:

You are an English content Editor who receives content to add on the Veterans Site. Each piece of content added to the site is translated into Spanish.

You have already been trained in the basic steps to Click on Content > Add Site Page > Start working on Adding content.

As soon as you add content and click on Save English content will be translated mechanically and Notification will get pushed to the Spanish content editor and Publisher.

Add this content to the system: <https://www.va.gov/disability/eligibility/hazardous-materials-exposure/>

Scenario 2:

You are an English Content Approver. Spanish content just added to the site and you just received a notification in your email to approve the content.

- For Spanish Content Modifications

Scenario 1:

You are a Spanish content Editor who receives content to add on the Veterans Site. Each piece of content added to the site is already added to English. You received a notification to review/edit Spanish content which is translated mechanically.

Click on the link in your email and edit the Spanish content.

Scenario 2:

You are a Spanish Content Approver. Spanish content just added to the site and you just received a notification in your email to approve the content.

- For Content Publishing

Scenario 3:

You are a Content Publisher. You can Edit and Publish the content which is been added and approved by the team. Content just added to the site and you just received a notification in your email to Publish the content.

General Questions

- What do you think of the overall workflow?
- Do you feel comfortable working around this workflow?
- What would be the only thing you would like to improve?
- What you like the most about this workflow.