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# VA.gov CMS: Facilities Usability Testing, Round 2

**Moderator Guide**

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| Project Name: | Facilities Usability Testing, Round 2 |
| Date: | April 10 - 12, 2019 |
| Plan: | [Research Plan](https://docs.google.com/document/d/1zjZeZOkvNO1WsgJhjCZB5GsdcnRGh2Vo-Hdv7kwQue4/edit) |

**Links**

* **A-Z list** <https://invis.io/X8REM5OT74Z>
* **Grouped** <https://invis.io/VGRFF1O7DEQ>

# Hello & Welcome (~3m)

#### Greeting

* Hi, I’m \_\_\_\_\_\_\_\_\_\_, working on behalf of Department of Veterans Affairs. Our team is working to improve VA.gov to make it easier for Veterans, service members, and their families to find the services they need. We’re asking Veterans and their families for feedback on some of our work.
* This entire session should take about 10 or 15 minutes, though we can talk for longer if you’d like to!
* We just want to improve these tools to better meet Veterans' needs.
* If for any reason and at any time you want to stop the session, please let me know. You will not be penalized in any way if we need to stop.

#### Reminders

* Let me walk through what we’re going to cover today.
  + We’ll start by asking you about your experience using VA.gov, **then we'll ask you to look at a mockup of the website VA.gov, which has some information we want to explore with you.**
  + First, I’d like to start by learning more about who you are and your experiences.
  + Then, I’m going to share a link to a few ideas that I’d love your feedback on.
  + These might look like a real website, but not everything will work. They are essentially images you can click on. Feel free to scroll up and down, explore.
  + I’m going to be asking you what you think about these ideas, and I’d love for you to think out loud, and let me know what you think -- positive or negative.
* I did not design anything that you’ll see, I’m just collecting feedback. Nothing you say will hurt my feelings.
* Sometimes I may sound like I’m asking “why” a lot. That’s because I just want to make sure I’m understanding you fully.

#### Outline Purpose and Ask Permission

* In order for us to capture all the thoughts and insights you share, I’m going to have a video call open (video off) so one of my colleagues can listen in and take notes. Are you OK with this? We won’t record any personally identifiable information, such as your name.
* **With your permission, I’d like to record the session, only for use in this study. Is that OK? Press record.**
* Any questions before we begin?

# Interview (~15)

## Getting to know you and build rapport (~2 mins)

1. To begin with, thank you for your service. When did you serve and which branch?
2. Are you aware of various services that the VA offers to Veterans?
   * How do you seek information to learn more?
3. Are you enrolled in benefits provided by the VA? If yes/no, why?

## Prototype (~5-10 mins)

* *Start:* ***Google*** *[Google service and get to local University Drive]*
  + **You’ve been having foot pain recently and want to see if the Pittsburgh VA has any doctors who can help you. How would you do this?**
  + What would you search for?
* *Start:* ***University drive health services > Podiatry***
  + What is this page telling you?
  + What would you do here to find a service that can help you with your foot pain?
  + What is this section telling you?
  + What does “at this location” mean to you?
  + Are you looking for any info that you’re not seeing here?
  + What are wait times? Are you looking for more information here before you go to this location?
  + What would you do next?
* *Start:* ***University drive health services > Pharmacy***
  + **You recently started taking several new medications, and you’ll need to refill them soon. How would you do this?** [it’s a button]
  + What is this page telling you?
  + How would you refill your medication?
  + Are you looking for any info that you’re not seeing here?
  + What would you do next?
* *Start:* ***Grouped vs A-Z***
  + Grouped
    - What does **Other Services** mean?
    - What are Care coordinator services, social programs and services, health and wellness?
  + A-Z
    - What are you seeing here?
    - Are you able to find what you’re looking for -- podiatry or pharmacy?

## Wrap-up (~2 min)

1. Did anything surprise you about what you saw today?
2. What one piece of advice do you have for the team so that a new site could help you find what you need?

# Goodbye & Thank You (~1 min)

* Well [participant name] you’ve answered all of our questions. Do you have any questions for us?
* Your input will be very valuable to me and the team. We really appreciate your time and feedback. <briefly summarize a few of participants’ key points>
* Thanks so much for participating, and have a great day!