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

**Research plan**

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| Project Name: | Facilities Usability Testing, Round 2 |
| Date: | April 10 - 12, 2019 |
| Moderator Guide: | [Moderator Guide](https://docs.google.com/document/d/1CvHOxG-EzOypQR579ZUPx2ObsjHnRSX6-OxCZWKYnGU/edit#) |

**Links**

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

# Goals

* This research focuses on the **information architecture, content** and **design patterns** used on the facility Invision prototype.
* We have already usability testing using an Invision prototype three main areas of Pittsburgh facility pages: Become a Patient, Make an Appointment and being able to find parking at a particular facility.
* Now we want to test if **participants can find the health services they need**.
  + Are participants able to navigate to *Locations and services > A-Z services*?
  + Are participants able to find the service they need within *A-Z services*?
  + What questions or blockers do they face when trying to find the service they need?
  + What are participant’s reactions to the medical terms within the services list?
  + What are participant’s reactions to viewing services in a A-Z and grouped manner?

# Methods

* What method of research are you planning?
  + **In person moderated, task-based** usability testing
  + Possible entry points (all within Invision)
    - Google
    - Landing page for Pittsburgh regional facility
    - University Drive campus page

# Participants and Recruitment

* We will be hallway testing (or asking people in a public VA building to stop and talk to us for a brief time)
  + See [hallway testing guidelines](https://docs.google.com/document/d/1VnqDF5LQ3zgBpWokIsZZ7Twtss3-dEMFsfOfwaDXyAM/edit#) (to be updated)
* We should ask each person if they are:
  + enrolled in VA healthcare
  + not enrolled in VA healthcare or other benefits (non-VA veterans)
  + spouses / family members of veterans enrolled in healthcare

# When?

* April 10 - 12, 2019

# Team Roles

* Meghana Khandekar & Kate Saul will be leading the planning, scheduling and facilitation of research in DC and Portland, respectively.

# Resources

* **Discussion Guide**. (link to .PDF coming soon)
* **Notes & Recordings**: there will be no recordings
* **Synthesis:**
* **Read-Out/Results:**
  + Read-out presentation link
  + VA.gov research tracker