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| **Goals** | **Dates for research** |
| This research focuses on the information architecture of the Pittsburgh VA site and the clarity of the content groupings under Health Services. Our goal is to determine whether participants can find the health and support services they need. | TBD (ideally, the week of April 22) |

# Research plan

VA.gov CMS, Facilities, April 22-26

## Goals

* This research focuses on the **information architecture** and **Health Services content groupings** used on the Facility Invision prototype.
* During previous rounds of research, we conducted usability testing using an Invision prototype. Our goal was to get feedback on the clarity and comprehensibility of the 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 and understand the health services they need**.
  + Are participants able to navigate to *Locations and services > Health services* within the tree test?
  + Are participants able to find the service they need under *Health services?*
    - More specifically, are participants able to quickly find what they’re looking for within the subgroups under *Health services*?
  + What questions or blockers do they face when trying to find the service they need?
  + What are participants’ reactions to the medical terms within the services list? Do we need to rewrite certain service descriptions using plainer language?

## Methods

* What method of research are you planning?
  + For this round of research, we’re planning to conduct an unmoderated tree test using Optimal Workshop.
  + We have yet to construct the test (we’re still collecting our internal team’s feedback on the test prompts), but we should have the test created by the end of the week of April 15.

## Participants and Recruitment

* We will be conducting **unmoderated tree testing** using Optimal Workshop. Participants will receive a link to the test, along with 10 prompts randomly selected from our complete list. There is no time limit for this test, and participants are free to complete it in whatever setting they find most comfortable.
  + See tree testing guidelines (to be updated)
* We’ll be working with Jeff Barnes who will send the test link to a VA listserv, subscribers of which are all Veterans or service members.

## Team Roles

Moderator: none/unmoderated

Research guide writing and task development: Kate Saul

Participant recruiting & screening:

Project point of contact: Kate Saul

Participant(s) for pilot test:

## Tree test link

* Tree test in Optimal Workshop (add link once test is created).
* [List of tree test questions](https://docs.google.com/document/d/166m9kQry88E3K3f6Ab1Pmff5Gz5-QRdsGzo0PbzLqzA/edit)

## Debrief Questions

* What did participants do? List a few things they were trying to accomplish.
* What did you learn in that session?
* What surprised you?
* What should we test next?

# Findings

* Coming soon