[See Airtable for index of all Round 3 research docs](https://airtable.com/tbli6in0b351ww5k7/)

# VA.gov CMS: Facilities Veteran Usability Testing, Round 3

**Moderator Guide**

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| Project Name: | Facilities Veteran Usability Testing, Round 3 |
| Date: | June 25-27, 2019 |
| Plan: | [Research Plan (gDoc)](https://docs.google.com/document/d/1mZjQkEr93-0vu1GMm_nnZ-03C8GBOOaN9o6rZzwvbIA/edit#) |

## 

## Research questions

1. **Navigation:** How do participants access the new navigation to find what they are looking for?
   * How often do participants resort to a search function to find what they are looking for and what are their queries?
   * How difficult do participants perceive tasks?
2. **IA and content hierarchy:** How does the **content organization** suit the way participants go about finding it (for example, can all content be co-located on the regional facilities page)?
   * How **confidently** do participants determine if the site content answers their questions when scanning the drafted labels, headings, copy, images, and other content?
   * How often are participants asking the facilitator for help? How often do participants appear confused/pause for an extended amount of time?
3. **Facility service wait times, appointment access scores and patient confidence:** How do these metrics potentially influence patients?
   * Do participants understand what these metrics represent?
   * Are people more or less likely to book an appointment if this information displays?
   * Does presentation of these scores result in higher trust?

Meta questions

1. How much does the new design in total suit their technology abilities and preferences?
2. How well do people generally understand the content as it’s presented on the pages?

## Set up

* Leave bias / baggage at the door. Get into active-listening mode.
* Turn on “Do Not Disturb” or mute notifications.
* Turn off “power save”/sleep mode on external devices, E.g. cameras

## Important Links

|  |  |
| --- | --- |
| Meeting Link: | Different for each session, see meeting invitations  (Kate’s Zoom link: [**https://zoom.us/j/3315261732**](https://zoom.us/j/3315261732)**)** |
| Staging Link: | <https://staging.va.gov/pittsburgh-health-care/> |

## Interview Reminders

* Ask open-ended questions
  + DON’T ask multiple-choice questions
  + DON’T ask yes/no questions
* Ask open ended questions
  + So what… is…
  + What is this page telling you?
  + What do you expect to see next?
  + Are you looking for any info that you’re not seeing here?
  + What would you do next?
* Bring your curiosity
  + DON’T assume. Ask why!

## Participants

See

* [participant tracker spreadsheet](https://airtable.com/tblZ0anqceIrbHmYA/viwx0WQ0NEkYteAAv?blocks=hide) (AirTable) - good for overview
* [participant tracker](https://docs.google.com/spreadsheets/d/1LrAxNqMbc9R7nXQobdLCzC1YUTqqkr9-Jf_HVS4n3jc/edit#gid=691247829) (Google sheet) - good to see timeline and overlaps this week

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# Hello & Welcome (~5m)

#### Greeting

* Thank you so much for joining us today! I’m \_\_\_\_\_\_\_\_\_\_, here on behalf of the Department of Veterans Affairs to learn from you and other Vets about how we can improve online services.
  + [Notetaker] And I am \_\_\_\_\_\_, here to take notes for our discussion.
* This entire session should take about 45 minutes. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* During this chat, we want to hear your honest opinions, including the good and the bad. We are not testing your ability. We just want to find out how we can improve these tools to better meet Veterans' needs.
* If for any reason, and at any time, you would like to stop or pause the session, please let me know. It’s totally ok.

#### Explain what you will cover

* Let me walk through what we’re going to cover today.
  + We’ll start by learning a little bit about who you are and how you use the VA. Then, we’ll be asking you about your experience using VA.gov.
  + **Next, we'll ask you to look at some websites we want to explore with you.**
  + These might look like real websites, but not everything will work quite yet. Feel free to scroll up and down, explore.
  + I’m going to be asking you what you think about what you see. As you use things, please think out loud, and let us know what is on your mind -- 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, but that’s because I want to make sure I’m understanding you.

#### Getting permission to record

* While \_\_\_\_\_ is taking notes, we want to make sure that we don’t miss any important parts of our conversation. We’d love to record the session, in case we need to remind ourselves of something. Is that OK? **Press record on Zoom**.
* We’re looking at a [consent form for this research](https://forms.gle/QR5gMJexqm4ra9Mh7). This form says what I’ve just said verbally. Feel free to read through it and initial at the end.
* Do you have any questions before we begin?

# The Interview (~40m)

### Introduction (~10 mins)

1. To begin with, thank you for your service. When did you serve and which branch?
2. Have you had any healthcare appointments here before, or is this your first?
3. How do you schedule your healthcare appointments?
   1. Does anyone else help you?
   2. [If YES] What is their relationship to you?
4. Comfort with technology and frequency of use.
   1. Do you have a smartphone?
   2. What do you use it for?
   3. Do you prefer using your phone or another kind of computer, such as a laptop or even Amazon Alexa, to find answers to questions you have?
5. Have you visited VA.gov? If yes, what has your experience with the website been?
6. How often do you visit these facilities?
7. Have you been to any other Veteran medical centers?
   1. If yes, how do these centers compare?
8. Are you involved in any groups with other Veterans?
   1. If yes, which and why?
   2. If no, why?

## Staging Use

### **Task 1:** Find information about urologist and almost make an appointment. Investigate content/usability gaps for the Make an appt & Become a patient loop. Evaluate refined grouping structure for health services content and quality of content within service accordions

**Start:** <https://staging.va.gov/pittsburgh-health-care/>

**Prompt:** “Let’s imagine that you want to make an appointment with a VA urologist - someone who helps with reproductive organ health. You have heard that these services are offered in your medical center and that VA.gov has more information. This is a link that you were brought.”

* Could you show me how you might go about making an appointment the University Drive campus for urology? Please tell me what you’re thinking as you go through this.
* [After they navigate to a service accordion] When you are looking at the information about the service that you have pulled up, what do you notice most?
  + Does anything stand out as important or useful?
  + Does anything seem confusing in any way?
  + In this block of information, you’ll see a section for wait times.
    - What does this mean to you?
    - What do you think about it?
    - How might you use this data to make a decision about your care?
* On a scale of one to five (with one being the hardest and five being the easiest), how would you describe your process of finding this information?

**Start:** <https://staging.va.gov/pittsburgh-health-care/locations/pittsburgh-va-medical-center-university-drive/>

**Prompt:** “Further down, you’ll notice a section called Appointment Access at this location”

* What does this mean to you?
* What do you think about it?
* How might you use this data to make a decision about your care?

### **Task 2:** From facility services page, find out what facilities/locations in Pittsburgh might have this service available. Assess navigation between facility level and region level.

**Start:** [**https://staging.va.gov/pittsburgh-health-care/**](https://staging.va.gov/pittsburgh-health-care/)

**Prompt:** “From here, let’s say you change your mind about what you came here to do, and now you want to see a nutritionist in the area. How would you find where this is offered and make an appointment from here?”

* Where would go to do that?
* *Paths:* 
  + *(Our health services > Heinz > Nutritionist)*
  + *( \* > Make an appointment > Nutritionist phone number)*
  + *(VA Pittsburgh > Heinz > Nutritionist)*
* On a scale of one to five (with one being the hardest and five being the easiest), how would you describe your process of finding this information?

### **Task 3:** Look up basic information about the other VA facility (dependent on testing location). Evaluate facility location information component. Evaluate user perception/understanding of facility access data.

* Before I ask you to look for this next page, do you typically drive yourself to your appointments with the VA?
  + [If yes] What was your experience finding parking here today?
  + [If no] Who typically drives you to your appointments?
  + [If no and if driver is personal connection] Do you know how [driver] found parking at the VA?
* Have you been to [other VA location]?

**Start:** [**https://staging.va.gov/pittsburgh-health-care/**](https://staging.va.gov/pittsburgh-health-care/)

**Prompt:** “Let’s say you’re planning a visit there — you already have your appointment scheduled, but you need to find out information about parking.”

* How would you find this information?
* What other information (related to this campus) would you be interested in knowing prior to your visit?
  + Where would you expect to find it?
* On a scale of one to five (with one being the hardest and five being the easiest), how would you describe your process of finding this information?

### Discussion: pick a few follow-up questions (time permitting)

* What else do you need to know about getting into the Pittsburgh system?
* Did you find the information you expected to see? Why/why not?
* How would you describe how you started this task?
* How would you describe the amount of time you spent on this?
* At any point did you feel lost? What would have helped you get back on track?
* Would you look for something else while you’re here?
* What types of information, if any, are you NOT as interested in?
  + What information that you see not helpful when you’re planning a visit?

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## Wrap-up (~5 min)

* Did anything surprise you about what you saw today?
* If you had a magic wand and could change one thing about what you could do online, what would you change (and why)?
* What one piece of advice do you have for the team so that a new site could help you find what you need?
* How would you describe it to a friend?
  + How would you describe it in 3 words?

# 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>
* I’m going to stop recording.
* We would like to thank you for your time with this gift card. It’s worth $30 and can be used at any Starbucks location.
* [If not at time] Do you have any questions for me at this time?
* Thanks so much for helping us out!

# Patient advocate questions

* In your words, can you describe your role as a patient advocate?
* What does success mean to you in your role?
* Can you please describe what your day-to-day interactions with Veterans looks like?
* When you field concerns or negative comments from Veterans, what happens with that information? What happens with positive feedback?
* What resources or tools do you use to help Veterans, and why?
* Which online resources do you find to be useful for Veterans, and why?
* Are there any community-based resources that help Veterans more than others?
  + If so, what are they and what value do they provide?
* What are some examples of what Veterans trust as their sources of truth?
  + What makes these feel valid?
  + What are some of the benefits and risks of them using these resources?
* What would make online VA resources useful for Veterans?

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# Caregiver support coordinators questions

(*Or Medical Support Assistants?*)

* In your words, can you describe your role as a caregiver support coordinator?
* What does success mean to you in your role?
* What do interactions with Veterans, their caregivers, families or trusted networks look like?
  + Is there a typical experience or process? If yes, what does that look like? If no, why not?
  + What is in your toolbox as a coordinator?
* In your opinion, what is the value that your role brings to the Veteran experience?
  + *Rephrased:* why does the role of the support coordinator exist? What gaps do you fill as a coordinator?
* What should the team be mindful of as we create online services for Veterans?
  + What do we need to consider to support you in your role?