# VA.gov CMS: Facilities Usability Testing, Round 1

**Research plan**

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| Project Name: | Facilities Usability Testing, Round 1 |
| Date: | Feb. 20-27, 2019 |
| Plan: | [Discussion Guide (gDoc)](https://docs.google.com/document/d/1sWBPFWk-RSCtyO_f1GPFvcrlSLDNPuhggFhqQ2JCVdA/edit#) |

This research focuses on the **information architecture** and **design patterns** used in the [proposed Facilities design](https://projects.invisionapp.com/share/3SQIR0TZDNP#/screens). Our aim is to understanding if the facilities websites are relevant to participants in any fashion (and if not, what is?) and to assess if the proposed design supports their technology abilities and preferences when seeking content in this context.

# Goals

* This document outlines the details for the 1st round of usability testing on the facilities sections on VA.gov (E.g. [pittsburgh.va.gov](https://www.pittsburgh.va.gov/))
* Background:
  + The VA.gov CMS team is researching the new IA, CMS template design, and copy for this Veteran-facing facility site on VA.gov. According to site traffic, [pittsburgh.va.gov](https://www.pittsburgh.va.gov/) is the most visited site in the network.
  + Unlike many other services in which digital properties highly inform and prepare audiences, the VA medical centers (a.k.a. facilities) are the most meaningful entry points where veterans to connect to benefits.
  + The CMS template we develop here will be re-used for VBA regional office pages, NCA national cemeteries, and Veteran Centers
* How do participants complete tasks using our prototype (versus what exists today on va.gov)?
  + How often do participants correctly access the new navigation to find what they are looking for?
    - How often do participants look to search to find what they are looking for and what would their queries be?
  + 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 quickly do participants determine if the site content answers their questions when scanning the drafted labels, headings, copy, images, and other content?
  + How much does the new design in total suit their technology abilities and preferences?
  + How does the new homepage content score according to the [VA.gov content principles](https://department-of-veterans-affairs.github.io/vets-design-system-documentation/content-style-guide/content-principles.html) that it be consistent, conversational, clear and helpful, and empathetic (in a person-to-person manner) to better and more quickly inform participants?
  + How realistic is it to expect Veterans and caregivers to use a facilities website in a self-service manner to connect to benefits and services when the in-person experience is as meaningful an entry point as it currently is?
* Research hypotheses:
  + Information will be easier for Veterans and caregivers to find with fewer options in the local (left-side) navigation.
  + Interfaces that employ expand/collapse controls are effective because they reduce information density and provide an area to stage relevant content that is reused from the central content repository.

# Method

* What method of research are you planning?
  + Remote moderated, task-based usability testing
* Why this method? How does this methodology help you answer your research questions?
* GoToMeeting will be the screen collaboration tool for this remote research
* A click through (InVision) prototype will be used by participants
  + Entry points
    - Landing page for their regional facility
    - University drive campus page (scenario is they came from Facility locator)
    - Wildcard VAMC entry from [pittsburgh.va.gov](https://www.pittsburgh.va.gov/) (TBD) to put wayfinding to the test

# Participants and Recruitment

* Participant screening criteria
  + 7 Veterans
    - 5 who are enrolled in VA healthcare
    - 2 who are not enrolled in VA healthcare or other benefits (non-VA veterans)
  + 3 Spouses of veterans enrolled in healthcare
  + Each participant should be lower on the tech-savviness spectrum
* Peregian Recruiting will conduct the recruit for 10 participants and 2 backups

# When?

* February 20 - 27, 2019
* The research materials will be done by February 19, 2019
  + Conversation guide (Jodi)
  + Clickthrough prototype (Ryan T)
* Sessions will be 60 minutes each
* Sessions may be scheduled M-F, 8:00AM - 7:00PM
* Tech rehearsal can be conducted on February 19, 2019 with Andy L

# Team Roles

Please list the people who will be serving in each role. Include the primary phone number for moderator and the emails for moderator, notetaker, and observers.

* Moderator: Jodi Leo <[jodi@navapbc.com](mailto:jodi@navapbc.com)>, (401) 569-9281
* Research guide writing and task development (usually but not always same as moderator): Jodi Leo
* Participant recruiting & screening: [Perigean Technologies](http://perigeantechnologies.com/)
* Project point of contact: Jeff Brauer <jeff.brauer@agile6.com>
* Participant(s) for pilot test: Andy Lewandowski <Andrew.Lewandowski2@va.gov>
* Note-takers: C.M. Kennedy <kennedy@navapbc.com>
* Observers: Howie Brande <howard.brande@agile6.com>, who will share GoToMeeting links into into relevant VA.gov CMS slack channels, Jeff Barnes <[jeffrey.barnes4@va.gov](mailto:jeffrey.barnes4@va.gov)>, Andy Lewandowski

# Resources (complete after research)

* Project Brief: Project brief should live in the appropriate vetsdotgov-team product folder, simply paste a link to it here
* **Discussion Guide**. <https://docs.google.com/document/d/1sWBPFWk-RSCtyO_f1GPFvcrlSLDNPuhggFhqQ2JCVdA/edit#> (link to .PDF coming soon)
* **Notes & Recordings**. Session notes and recordings should live in the appropriate vetsdotgov-team product folder, simply place links to them here.
* **Synthesis.** Link to any documents used for synthesis (Mural or Realtimeboard boards, excel sheets, other data outputs, etc.)
  + Meghana and Eric will create a synthesis framework and share here when complete
* **Lessons Learned.** Did you have any takeaways from the process of this research round that you want the team to remember for the future? Document them here.
* **Read-Out/Results**
  + [Research results presentation](https://docs.google.com/presentation/d/1gZ9TQxW5LlTmDM0dpFYyeXTXjedjJiTJDxnQH6T0dA0/edit?usp=sharing)
  + \*\* Don't forget to add a link to your research folder to the research tracker! <https://github.com/department-of-veterans-affairs/vets.gov-team/blob/master/Work%20Practices/Research/Research%20History.md>