# **VA.gov CMS: Facilities Operating Status, Modguide**

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| Project Name: | Facilities Operating Status AX User Research,  Round 1 |
| Dates/Zoom: | August 22 - 23, 2019 | <https://zoom.us/j/7521847437> |
| Plan: | [AX User Research Plan](https://docs.google.com/document/d/1_8dkKdH7lM6GtaRAZeXr_x0HVKEXbXDKej-tYuYlLmo/edit#) |
| Prototype: | [https://invis.io/GUTKBM5DR4J](https://invis.io/BTTMQC2J852) |
| Zeplin: | [Facility Alert detail page](https://app.zeplin.io/project/5d014fd159c9931608872c98/screen/5d37270c90d2e341220055cd) & [Regional Landing Page](https://app.zeplin.io/project/5d014fd159c9931608872c98/screen/5d24c63271765a98d1fb9b4f) |
| Airtable: | [Interview Note Taking Form](https://airtable.com/shr7SEyjTXKJ2XMj5) |

## **Research questions**

1. Is it useful for authors to create an alert “series,” since there is no parent-child relationship?
   * What situations require authors to send email notifications to subscribers?
2. How do authors differentiate between facility and system alerts?
   * Alert banners = System alert?
   * On-page = Facility alert?
3. What does the VISN level look like in the CMS?
   * How does a VISN initiate VISN-wide alerts?
   * How does a VAMC initiate VAMC-wide alerts?
4. Authors have the option to remove the alert(s) on the facility page and archive

## **Participants**

* [Participant Tracker AirTable](https://airtable.com/shrm00Ji44Nl06OFv) - VAMC Participants
* [Research Calendar AirTable](https://airtable.com/shrm00Ji44Nl06OFv) - Research timeline and overview (select Calendar view)

# **Hello & Welcome (~2m)**

#### **Greeting**

* Thank you so much for joining us today! It’s great to meet you again. For the record, let me reintroduce myself. I’m Lapedra Tolson here on behalf of the Department of Veterans Affairs to learn from you and other VA staff about how we can improve the authoring experience.
  + [Notetaker] And this is\_\_\_\_\_\_\_\_\_\_\_\_, here to take notes for our discussion.
* How are you?
* This entire session should take about 45 minutes. I want to be sure not to keep you longer than that, so I may occasionally prompt you with the next question or topic.
* During this chat, we’re looking for feedback on some ideas for improving the authoring experience around publishing alerts in Drupal CMS.
* 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.
  + First, I’ll show you a clickable prototype with a proposed editing and publishing workflow for creating alerts in Drupal.
  + If time permits, we’ll conduct a mini-sketching session around your thoughts for improving the alert authoring experience
  + Do you have any questions about what we’ll cover today?

#### **Get permission to record**

* While we’re 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.**
* Do you have any questions before we begin?
* Great! I’d like to ask you a few questions before we begin the usability testing portion.

# **The Interview (~40m)**

### **Introduction (~15 mins)**

* For the record, please tell us your name and your current role?
* On average, how many facility alerts would you say Pittsburgh posts per month?
  + And of those alerts, what are the most common for the Pittsburgh region?
* What’s the current process for creating alerts? Is it difficult or easy? Why?
  + What workarounds have been implemented to supplement this process?
  + Who on the team is responsible for creating alerts?
  + What type of content-related guidance is used?
    - Standardize language? Helpful?
* How would you describe the difference between a VISN-level alert and a VAMC-level alert?
  + How does a VISN initiate VISN-wide alerts?
  + How does a VAMC initiate VAMC-wide alerts?
* How often have you created a banner alert and an on-page facility alert simultaneously? How easy or difficult was it? Why?
* Describe a situation where you needed to post different operating statuses on two facility pages?
  + What were some of your frustrations, if any? Why?
  + If you haven’t had to do this, what do you think might be frustrating about the process, and why?
* Thank you! That was very helpful.
* Now, I’d like to transition to the prototype.

**Set up Zoom screen share and prototype**

* I’ve just sent the prototype link in the chat window.
* Open the link in the browser of your choice.
* Click the green “share button” to share your screen.

**Explain the usability test and prototype functionality**

* Please keep in mind that we are not testing you. We are seeking honest feedback that will help us improve the alert authoring experience in Drupal.
* This is a clickable prototype, but not all elements will work, but you can say “I’ll click this button” for example.
* The prototype is designed to look like the current Drupal interface, so always take a moment to scroll up and down each page and read any help text along the way.
* At the beginning of each task, I’ll present a scenario.
* As you complete the task, think aloud and provide feedback along the way.
* Any questions?

## **Creating alerts and assigning an operating status (~30 mins)**

### Task 1: Publish a VAMC-wide alert & on-page facility alert (severe flooding)

**Research goals/questions**

* How do authors differentiate between facility and system alerts?
* What situations require authors to send email notifications to subscribers?

**Scenario**

* There are severe storms in the Pittsburgh region and the Beaver County Clinic is experiencing severe flooding and have limited their hours and services. Walk us through how you would:
  + Publish a system-wide alert
  + And an on-page alert for Beaver County Clinic
  + Send an email notification to subscribers
  + Decide whether to make the banner dissimissible or not and why?
* *Ideal path: Alerts tab > Create alert > Alert type > Facility Alert > Banner Alert > Message Type > Natural disasters (multiple) > On-page Alert Section > Operating Status > Limited services and hours > Add > Save* 
  + *Questions:*
    - *This is how it would look on the front-end.*
    - *What is this page telling you?*
    - *What are your thoughts on how this form is structured? Why?*
    - *How intuitive did you find adding a banner and on-page alert? Why?*
    - *What did you find confusing? Why?*
    - *What did you like about the alert authoring experience? Why?*
    - *Is there anything you expected to find but didn’t? If so, what did you expect to see here?*

### Task 2:Edit an existing alert (Beaver County Clinic Typo)

**Research goals/questions**

* Can authors make an edit to an existing alert efficiently?

**Scenario**

* A day has passed, and you’ve realized there’s a typo in the Beaver County Clinic on-page alert. Walk us through how you would:
  + Edit the Beaver County Clinic alert
* *Ideal path: From Alerts landing page > Edit (Beaver Co.Clinic) > Edit typo > Update* 
  + *Questions:*
    - *How intuitive was it to edit the on-page alert? Why?*

### Task 3:Add another facility alert to Beaver Co. Clinic (Garage Construction)

**Research goals/questions**

* Is it useful for authors to create an alert series on a facility detail page?

**Scenario**

* The next day you’ve just received word that due to the severe flooding at Beaver County Clinic, the garage has been damaged and is now under construction. Walk us through how you would:
  + Add another facility alert to Beaver County Clinic
  + Tell us which operating status you would choose and why?
* *Ideal path: Add status alert button > Limited services and hours > Add* 
  + *Questions:*
    - *How intuitive did you find adding another on-page alert? Why?*
    - *What are your thoughts about adding an alert series? Why?*
      * *This is how an alert series looks. Show Zeplin*
    - *How do you think a facility alert series will benefit Veterans? Why?*
    - *Is there any other information Veterans might need from this type of alert? If so, what information? Is there any information that \*doesn’t\* need to be included here?*

### Task 4: Remove alert from page/archiving alerts (University Drive Campus)

**Research goals/questions**

* Authors can remove alerts from the facility page and archive.

**Scenario**

* All services are back to normal at the University Drive Campus. Walk us through how you would:
  + Remove the alert from the University Drive facility page
  + Publish all alert changes
* *Ideal path: Locate University Drive Campus > Archive > Pop-up: Yes*
  + *Questions:*
    - *What did you expect to happen when you clicked archive?*
    - *How intuitive was it to remove an on-page alert? Why?*
    - *How useful is archiving a facility alert? Why?*

## 

## **(Did not occur) Sketching Session (~10 mins)**

#### Ask: With what you saw today, is there anything you would improve about the alert authoring experience? Why? Would you mind drawing a lo-fi sketch?

* Stop screen share
* *If so, more forward with the sketching session*

#### **Research goals**

#### Gatherthoughts from users about improving the alert authoring experience

**Sketch Session**

* **Start:** Grab your pen and a piece of paper
* Now that you’ve seen a proposed editing and publishing workflow prototype, create a simple sketch on how you *might* improve the user flow.
* This sketch is very low fidelity, so squares and circles will do.
* Take 5 mins to sketch out your ideas.
* Take a picture of your sketch and email it to [**lapedra.tolson@agile6.com**](mailto:lapedra.tolson@agile6.com)later
* For now, just hold your sketch up to the camera so that we can see the sketch.
* Briefly explain your design rationale and why you think this design could improve the authoring experience.

# **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.
* Please stop screen sharing and I’ll stop recording.
* Thanks so much for helping us out and enjoy the rest of your day

## **Reminders & Set up**

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

## **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!