# VA.gov CMS: Facilities Operating Status VX research

**Moderator Guide**

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| Project Name: | Facilities Usability Testing, Round 2 |
| Date: | August 20-23, 2019 |

**Design files by task**

1. Facility page with two alerts:
   1. Severe weather alert for region and parking lot construction notice
   2. Facility closure
2. Email designs:
   1. New weather situation alert
   2. Situation update alert
3. Detail page for situation
   1. Extreme weather warning
   2. Updated extreme weather warning

# 

# Hello & Welcome (~5m)

#### Greeting

Thanks again for joining us today! I’m \_\_\_\_\_\_\_\_\_\_, working on behalf of the Department of Veterans Affairs. Our team is working to improve VA.gov to make it easier for Veterans, service members, and their families to find services. We’re asking Veterans and their families for feedback to improve these tools to better meet Veterans' needs. This entire session should take at most 45 minutes. Please know that if for any reason you want to stop the session or take a break, simply let me know. You will not be penalized in any way.

#### Reminders

Let me walk through what we’re going to cover today.

* We’ll start by asking you about your experience with the VA, **then we'll ask you to look at a mockup of the website VA.gov, which has some information we want to explore with you.** These might look like a real website, but not everything will work. They are essentially images you can click on. Feel free to scroll up and down, and don’t be afraid to explore.
* I’m going to be asking you what you think about these ideas, and, as we go through some of these website mockups, I’d love for you to think out loud. It probably won’t feel natural to narrate your own thoughts and actions, but this helps me know what you think -- positive or negative.

I did not design anything that you’ll see, I’m just collecting feedback. Nothing you say will hurt my feelings. I may sound like I’m asking “why” a lot, but I want to make sure I’m understanding you fully. As we go through this conversation, I might ask us to move onto other questions, so that we address all that we had planned. Lastly, I won’t be able to answer all of your questions about what you see in front of you… This isn’t a test of your knowledge or ability, so feel free to interpret things and come up with your own explanations.

#### Outline Purpose and Ask Permission

* In order for us to capture all the thoughts and insights you share, I’m going to have a video call open so one of my colleagues can listen in and take notes. Are you OK with this? We won’t record any personally identifiable information, such as your name.

***[Administer consent form]***

* With your permission, I’d like to record the session, only for use in this study. Is that OK? *Press record.*
* Any questions before we begin?

# Interview

## Getting to know you and build rapport (~10 mins)

1. To begin with, when did you serve and which branch? … thank you for your service.
2. Where in the US are you?
3. How long have you been there?
4. Are you currently working?
   * What are you doing for work?
5. [attributes]
   * How do you identify your gender?
   * Do you have a service-connected disability?
6. Are you or have you ever been a patient with the VA?
7. Do you regularly seek services at VA medical center or facility these days?
   * [if yes] How often are you at a VA medical center for these services?
8. How often do you travel to a VA facility?
9. How far are you away from the VA?
10. Do you manage your own care or do you have a caretaker?
    * How do you get to appointments?
11. Have you used the VA’s website in the past?

Before we go forward into looking at some design ideas, I’d like if we could see your screen. If you would like to take a moment to close out of anything personal or hide anything on your desktop, that would be great… Once you’ve done that, please look at the Zoom window, and click on the bright green icon that says “SHARE.” Share your entire desktop and we can move forward. Thanks!

## Prototype

### Task 1. *Research questions addressed: How do users react to multiple alerts? (Blue informational alert + regional alert banner) How do users react to multiple alerts relating to multiple events? ~15 minutes*

We’re going to put ourselves into a few pretend scenarios now.

[if participant isn’t in Pittsburgh region] You have recently moved to the Pittsburgh area, in Pennsylvania, and you are living about 20 minutes driving to the nearest VA facility.

Tomorrow morning, you have an appointment at the VA medical center and you want to make sure everything is planned out for your visit. Specifically, I’d like you to find information about parking at the facility.

***[Send link of the University Drive facility page Invision prototype]***

I’d like for you to click on the link I sent in the chat, in Zoom window... Are you able to find it?... While it loads, I’d like to remind you that this is just a design concept, and the page you see in front of you won’t behave like a working website. Feel free to scroll up and down to explore. Remember to think aloud as you look at it.

* Are you able to find information that might influence how you prepare for your visit to the VA?
* What information are you finding in front of you?
* [when they see either alert] What does this bit of information make you feel?
* Does any part of this feel unclear?
* What else would you want to find here?
* What do you expect to find by clicking on “More details”?
* [if they have not noticed the parking alert]:
  + If you look just past the first paragraph here, you’ll notice this blue box. Did you notice this before?
  + What about this feels useful? What could be different?
  + Is there anything you’d expect to see here that you didn’t see?
* [if they have not noticed the weather alert]:
  + If you look at the top of this page, you will see a banner beneath the menu. Take a moment to read it. What are your thoughts?
  + I’d like for you to subscribe to the updates. What are you expecting when you click on this?
* Did anything seem easy or challenging to you?

### Task 2. Research questions addressed: What other kinds of information should alerts provide to Veterans? How can we improve the experience of being notified about operating statuses through an email? *~5 minutes*

Now, let’s say it’s November; you have an appointment scheduled for the next day. Your appointment is scheduled for 11am and feel like you have everything in line for your visit.

***[Send extreme weather alert email to participant]***

I’d like for you to click on the link that I just sent in the chat window. Let’s say that as you get ready, you receive this as an email from the VA.

* What do you first notice about the information?
* What kind of feeling do you get when you receive emails like this?
* Does anything about this feel unclear or confusing?
* What do you want to do from here?
  + If participant mentions clicking button: What information would you expect to find after clicking “More details” or “Learn more about facility closures”?

### Task 3. How do users expect to find a series of multiple alerts relating to one event? *~5 minutes*

***[Send email update of extreme weather alert to participant]***

I’d like for you to check the chat window again. Let’s say that a little time passes and you receive this as an email.

* What does
* Could you talk me through what you might do from here?
  + [If they decide to search] Would you show me how you might search for this in your browser?
  + [If they decide they want to call a phone number]:
    - Do you have this number saved?
    - Have you called this number before?
* Do you feel like you can you click on anything in this email?
  + Where do you think clicking on \_\_\_\_\_\_\_ might take you?
  + What do you expect from here?

From this email, you can click on the [***button to situational update***]. If you wouldn’t mind sharing your screen again once that page loads, that would be great. [*User should now land on the screen with the situation detail page*]

* What can you do on this page?
* What does this page tell you?
* What value do you find in having this page?
* What else could help you feel more informed about the situation?
* Is there anything missing?

## Wrap-up (~2 min)

1. When seeing multiple alerts on the page, did you feel like the amount of information was not enough, adequate, or too much?
2. Did anything surprise you about what you saw today?
3. What one piece of advice do you have for the team so that these alerts and notices could give you what you need?

# 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>
* Thanks so much for participating, and have a great day!

# Appendix: If needed, for Zoom

* Do you have your web browser handy?
* Okay when you’re ready, I'm going to read you a URL to type in your browser so we can get started.
* Ready? It’s Zoom.us/j/. The meeting ID is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* [after a few moments] Soon it might ask you for your name and email – just enter your first name, we don’t need your email address.
* Join with your computer audio if you have a speaker, otherwise stay on the line. You can see the microphone icon in the Zoom window. If not, ask them to click the little icon with the microphone
* [once they’re in the session and you can hear them through the computer] I’m going to disconnect the call and join you on the meeting…