# Lovell Federal Experience: Finalized site switcher design

## **Background**

* The Lovell Federal health care system is unique among VAMCs in that it serves VA beneficiaries, TRICARE beneficiaries, and a population of dual-eligible beneficiaries.
* In contrast to the [legacy Lovell site](https://www.lovell.fhcc.va.gov/), which combines VA and TRICARE information, the new solution will split that information into two separate sites.
* In order to help users navigate between the two sites, a **site switcher** will appear on pages where there is a twin page on the other site. (e.g. VA Pharmacy vs. TRICARE Pharmacy).
* The two-site solution previously went through design intent and IA review. In June we conducted usability testing with Veterans. The previous design for the site switcher did not perform well, so we are proposing a new design.

## **Recommendations**

* Add a CTA button and change the color and iconography of the informational alert
  + Increases likelihood of being noticed, less likely to be skipped over
  + Elevates the alert to have an equivalency with the other Top Task call-to-action buttons
  + Note: Buttons within alerts are supported in the [VA.gov design system](https://design.va.gov/components/alert)

## Previous Design

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## Revised Design

Graphical user interface, website

Description automatically generated

## **Measuring success**

## *Per* [*original brief*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/facilities/medical-centers/product/lovell/lovell-initiative-brief.md)*:* Success will be measured by CSAT scores consistent with the average for other modernized VAMC pages.

## **Appendix - Research Highlights**

1. Across all participants and tasks, the informational alert was noticed only 7/22 times = 32% success rate  
   *Takeaway: How to increase visibility/noticeability of the alert?*
2. Many participants were attempting to utilize other navigational elements that they were already familiar with to get to their destination (search, find a location, etc)

*Takeaway: Assumption here that, although a less direct path, some of these participants would have successfully completed the task using existing search and navigation tools*

1. Most participants began (or continued) their task by first scrolling through the page they were already on  
   *Takeaway:* *This speaks to Veterans’ lack of understanding of the distinction between TRICARE and VA benefits.*
2. Top Task buttons are the primary call-to-action on the page and compete with the informational alert  
   *Takeaway: Site visitors tend to gravitate towards and inspect buttons when uncertain of what to do to complete a task.*

Full [research findings](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/facilities/medical-centers/product/lovell/lovell-research-finding.md#lovell-federal-experience---research-findings)