

## code.va.gov – Usability Testing of Information Architecture

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### **Intro [5 minutes]**

Thanks for joining us today! I just wanted to let you know that I also have some colleagues on the line observing and taking notes.

**Today, we are going to capture how you think about some of the content we would like to expose on CODE VA as a way to help us develop a direction on how to organize content on our website.**

Before we start, there are a few things I want to mention:

- This entire session should take **at most 45 minutes**. Since I don't want to keep you any longer than that, I may occasionally prompt you with the next question or topic.
- If there are any questions that you prefer not to answer for any reason, that is no problem.
- If for any reason you would like to stop the session, you are more than welcome to, please do not hesitate to let me know.
- All of the information that you share will be anonymized after this session. We will never share your name or any personally identifiable information.
- Do you have any questions before we start?
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. The recordings will be destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  - If yes: Once I start recording, I am going to confirm that you are ok with me recording this session once more so I get your agreement on the recording.

**Start recording on this computer**

- I have started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today?

### Warm up questions

1. What is your current role?
  - a. How would you best describe the type of engineer you are?
    - i. Possible responses: Frontend, Backend, Full Stack, DevOps, Mobile, Other?
2. What VA program are you a part of?
  - a. [OPTIONAL] How long have you worked with the VA?
3. What VA Product do you work on?
4. How long have you been a developer?
5. How did you learn how to code?
  - a. Possible responses: Higher education (college, masters, PhD), Bootcamp or trade school, Self-taught

### Showing alternate concepts (2 - 3) of CODE VA

For the remainder of the interview, we would like to show you (2 - 3) different concepts of CODE VA's navigation bar.

CODE VA is a VA developer portal that aims to be a central catalog of well documented VA APIs and all other resources/tools developers need to quickly and easily build custom software at the VA.

We will present these concepts 1 by 1. With each concept, we would like to explore your thoughts and opinions on how the content is organized. This will help us develop a direction on how to organize content on our website.

### Concept 1. Single MASTER Catalog Tab → Differentiated Catalog

1. Can you describe the left-hand navigation in your own words?
2. [WALKTHROUGH EACH TAB] What would you expect to find in each tab in the left-hand nav?
  - a. Please click into the Catalog - what do you expect to find in each tab in the Catalog?
    - i. Specifically with Utilities, what do you expect to find under the Utilities section?
      1. [OPTIONAL] What do you think are some examples of utilities that would fall under this section?
  - b. Do you have concerns about the navigation being organized in this matter?

- i. [IF YES] What are your concerns?
  - 1. Why are these concerns?

Now let's start from the beginning.

1. *[FINDING AN API'S SPEC]* Let's say your team is interested in accessing the data provided by the Benefits Claims API, and your product owner tells you to go to CODE VA to explore how your team can go about doing this, how would you go about looking for this?
  - a. *[OPTIONAL]* How would you go about finding the Benefits Claims API's API Specification from the navigation?
  - b. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why?
2. *[FINDING A UTILITY]* Let's say your team is looking to integrate your software with VA Notify, an integration that facilitates external communication with veterans, and your product owner tells you to check out CODE VA to figure out how to go about doing this, how would you go about looking for this?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why?
3. *[FINDING A SOFTWARE TEMPLATE]* Let's say your team is looking to create a VFS (veteran facing services) app in the vets-website repo, and your product owner tells you that there is a self-service software template on CODE VA that would scaffold a new VFS app, create a new branch with changes and a draft pull request. How would you go about finding this template?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why?
4. *[FINDING A VA STARTER GUIDE]* Let's say you are a new VA developer, and today is your first day. As part of your onboarding, your manager is asking you to read the VA's Developer Starter Guide, and she believes you can find it on CODE VA. How would you go about finding this resource?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why?
5. *[FINDING THE CODE VA STARTER GUIDE]* Let's say your team is interested in updating their catalog entity in CODE VA, but no one on your team knows how to do this, how would you go about finding this information on CODE VA?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why?

## Concept 2. Current State

Here is our second concept of CODE VA for the day. The left-hand navigation bar for this concept is different from the last concept.

1. *[WALKTHROUGH EACH TAB]* What would you expect to find in each tab of the left-hand nav?
  - a. Do you have concerns about the navigation being organized in this matter?
    - i. *[IF YES]* What are your concerns?
      1. Why are these concerns?
2. *[FINDING A UTILITY]* Let's say your team is looking to integrate your software with VA Notify, an integration that facilitates external communication with veterans, and your product owner tells you to check out CODE VA to figure out how to go about doing this, how would you go about looking for this?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why? What do you expect to see there?
3. *[FINDING A SOFTWARE TEMPLATE]* Let's say your team is looking to create a VFS app in the vets-website repo, and your product owner tells you that there is a self-service software template on CODE VA that would scaffold a new VFS app, create a new branch with changes and a draft pull request. How would you go about finding this template?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why? What do you expect to see there?
4. *[FINDING A VA STARTER GUIDE]* Let's say you are a new VA developer, and today is your first day. As part of your onboarding, your manager is asking you to read the VA's Developer Starter Guide, and she believes you can find it on CODE VA. How would you go about finding this resource?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why? What do you expect to see there?
5. *[FINDING THE CODE VA STARTER GUIDE]* Let's say your team is interested in updating their catalog entity in CODE VA, but no one on your team knows how to do this, how would you go about finding this information on CODE VA?
  - a. *[OPTIONAL]* How would you go about finding this via the left-hand navigation?
    - i. *[OPTIONAL]* Where would you click first? Why? What do you expect to see there?

### **Concept 3. Catalog / Starter Guide / Self-Service Tabs**

Here is our third concept of CODE VA for the day. The left-hand navigation bar for this concept is different from the last two concepts.

1. Can you describe how this left-hand navigation is different from the previous concept in your own words?

2. *[WALKTHROUGH EACH TAB]* What would you expect to find in each tab in the left-hand nav?
  - a. Do you have concerns about the navigation being organized in this matter?
    - i. *[IF YES]* What are your concerns?
      1. Why are these concerns?
3. *[FINDING A UTILITY]* Let's say your team is looking to integrate your software with VA Notify, an integration that facilitates external communication with veterans, and your product owner tells you to check out CODE VA to figure out how to go about doing this, how would you go about looking for this via the left-hand navigation?
  - a. *[OPTIONAL]* Where would you click first? Why?
4. *[FINDING A SOFTWARE TEMPLATE]* Let's say your team is looking to create a VFS app in the vets-website repo, and your product owner tells you that there is a self-service software template on CODE VA that would scaffold a new VFS app, create a new branch with changes and a draft pull request. How would you go about finding this template from the left-hand nav?
  - a. *[OPTIONAL]* Where would you click first? Why?
5. *[FINDING A VA STARTER GUIDE]* Let's say you are a new VA developer, and today is your first day. As part of your onboarding, your manager is asking you to read the VA's Developer Starter Guide, and she believes you can find it on CODE VA. How would you go about finding this resource via the left-hand nav?
  - a. *[OPTIONAL]* Where would you click first? Why?
6. *[FINDING THE CODE VA STARTER GUIDE]* Let's say your team is interested in updating their catalog entity in CODE VA, but no one on your team knows how to do this, how would you go about finding this information on CODE VA via the left-hand nav?
  - a. *[OPTIONAL]* Where would you click first? Why?

### **Post-Test Homepage Reflections**

1. Out of the different concepts that we shared with you today, is there one that you prefer?
  - a. *[IF YES]* Which one do you prefer?
    - i. Why do you prefer this one?
  - b. *[IF NO]* Why not?
2. For a website that aims to be a central catalog of well documented VA APIs and all other resources / tools developers need to quickly and easily build custom software at the VA, what is the most useful content or feature for you to see on the homepage?
  - a. How is this content or feature useful to you?
  - b. What about when you first started developing software for the VA?

3. Is there anything else that you would like to see included / emphasized in CODE VA that would help you in your custom software development process?
  - a. [IF YES] what would you like to see?
    - i. How would this help you in your software development?

### **Thank-You and Final Thoughts**

These are all the questions I had for you today.

1. Is there anything we didn't cover that you'd like to add?
2. Do you have any questions for me?

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us and we appreciate your insights.

If we have any follow up questions, is it okay if we reach out to you via email or Slack?

Well thank you so much, and enjoy the rest of your day!