

HCQIS UX Team Info-Sharing June Meeting



PM₃ HCD Team:

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6/27/2018

Agenda

- Introductions
- PM3 HCD Team's new member
- Updates from last meeting:
- Paperwork Reduction Act: Resources & Strategies
- Metrics – UX KPIs
- Open Discussion
- Next meeting: July 25th – day/time discussion
- Conclusion

PM3 HCD Team Grows to 3!



Lilian Yu

PM₃ – Strategy Realization Office

Updates from our last meeting

Still in progress:

- Stakeholder mapping...still in progress
- Web Design Systems
 - Contact: Lilian.Yu@tantus.hcqis.org
- Storing User Research on Confluence: What, Where & How
 - Contact: Makeda.Afework@tantus.hcqis.org

Saving User Research on Confluence

- Upload your user **research documents** to the User Experience page found in the Management Documentation section.
- The following slides shows our audit of the individual LOB user research folders.

Saving User Research on Confluence: What, Where, How

Team	Location: (URL)	Currently Storing Research?	Notes:
ES	https://confluence.hcqis.org/display/ESS/ESS+5+-+User+Experience	Y	
ES - SN	https://confluence.hcqis.org/display/ESS/PM3+SN+CSM+External+HCD	Y	
EQRS	https://confluence.hcqis.org/display/EQRS/EQRS+5+-+User+Experience	Y	
HQR	https://confluence.hcqis.org/display/HQR/HQR+5+-+User+Experience	Y	
QIES - IQIES	https://confluence.hcqis.org/display/IQIES/iQIES+5+-+User+Experience	N	Delete?
QIES - IQIES	https://confluence.hcqis.org/display/IQIES/User+Research	Y	
QIES - DEL	https://confluence.hcqis.org/display/QD/DEL+5+-+User+Experience	N	
QIES - QBIC	https://confluence.hcqis.org/display/QQ/QBIC+5+-+User+Experience	N	
QIES- QTSO	https://confluence.hcqis.org/display/QTSO/QTSO+5+-+User+Experience	N	

Saving User Research on Confluence: What, Where, How

Team	Location: (URL)	Currently Storing Research?	Notes:
QIO - DDST	https://confluence.hcqis.org/display/DDST/DST+5+--+User+Experience	N	
QIO -FIVS	https://confluence.hcqis.org/display/FIVS/FIVS+5+--+User+Experience	N	
QIO -QMARS	https://confluence.hcqis.org/display/QMARS/QMARS+5+--+User+Experience		
QPP	No URL	N	Does QPP use JIRA/confluence?

PRA: Strategies & Resources

- PRA Tip Sheet on Confluence:
https://confluence.hcqis.org/display/Library/Human-Centered+Design+%28HCD%29+Toolkit?preview=/7439654/12682399/PRA_tips.docx
- Cass Sunstein 2010 Memo re: Information Collection under the Paperwork Reduction Act:
https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/assets/inforeg/PRAPrimer_04072010.pdf
- Cass Sunstein 2010 Memo re: Paperwork Reduction Act – Generic Clearances:
https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/inforeg/PRA_Gen_ICRs_5-28-2010.pdf

PRA: Strategies & Resources

- Exclusions to the regulatory definition of “information”:
<https://obamawhitehouse.archives.gov/sites/default/files/omb/infoereg/memos/2014/appendix-data-search-tools-calculators.pdf>
- Forest Service example from the Federal Register:
<https://www.federalregister.gov/documents/2018/03/23/2018-06001/information-collection-stewardship-mapping-and-assessment-project-stew-map>

PRA: Strategies & Resources

Recruiting

What

Identifying and gathering people to interview or who will test your product.

Why

Recruiting people who represent your core user group is a critical and oft-overlooked part of research. Time spent with the right people using the wrong methods is better than time spent with people who aren't your core users while using the right methods.

PHASE

Fundamentals

TIME REQUIRED

1–2 weeks for 5–10 participants

How to do it

Seek out people who

- Are trying to use the thing you are working on right at that very moment.
- Recently tried to use the thing you are working on.
- Used the thing you are working on less recently.
- Have used something like what you are working on, and are likely to use what you are working on.

Reach them through

- Relevant community organizations.
- Impromptu requests in or near the relevant environment.
- Your personal and professional network.
- The new or existing website.
- Existing mailing lists.

Applied in government research

No PRA implications. No information is collected from members of the public.

Metrics: What's important to track & measure?

“A good metric changes the way you behave. This is by far the most important criterion for a metric: what will you do differently based on changes in the metric?”

-Lean Analytics: User Data to Build a Better Startup Faster

Metrics: UX KPIs

- Develop a UX Measurement Plan
- Setup a process for measuring ROI and Benchmarking results
- Sample UX Key Performance Indicators
 - **Task Success Rate**
 - **Time on Task**
 - **Use of Search vs. Navigation**
 - **System Usability Scale (SUS)**
- Depending on the type of product or service, each team may choose to track different set of metrics and even define new, more specific KPIs that will help measure product UX more effectively.

Next Month's Meeting

July 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 🔍	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 2pm	26 1pm	27	28
29	30	31				

See you in July...

Thank you!

Please direct any ideas, discussion topics or questions to:

Carol Kramme: Carol.Kramme@tantus.hcqis.org

Maky Afework: Makeda.Afework@tantus.hcqis.org or