# Community

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The CCSQ Human-Centered Design Community of Practice (HCD CoP) exists so that practitioners and those passionate about design can **learn, share, and apply HCD knowledge**.
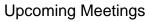
These quarterly information sessions involve participation by UX designers and researchers, engineers, product managers, and *anyone passionate about human-centered design*. During these online sessions speakers share their experiences and insights with the community to support continued learning around important HCD topics. Recent programs have included: DHS (Department of Homeland Security) Usability Testing Kit — So Easy, Anyone Can Do It, Championing the Value of HCD in Government, Engaging with Ethics to Make Trustworthy Experiences, and 2023 World Usability Day.

Our guiding principles for the community are to:

- Elevate HCD literacy and understanding
- Bring creativity to problem solving and ideation
- Talk about challenges and unsolved problems

We encourage everyone to participate in the community so that we can continue to grow the application of HCD across CMS.

If you're interested in sharing your work and insights at an upcoming community of practice, please tell us more about it here.

## Upcoming Meetings

| Meeting | Topic |
|---|---|
| June 27, 2024<br><br>1:00pm - 2:00pm EST | **Design Systems: Custom vs Out-of-Box - Solutions, Challenges and Learnings**<br><br>*Look for more information soon!* |

## Past Meeting Notes

| Meeting | Topic |
|---|---|
| March 28, 2024: Session Materials | Human-Centered Design 10X Projects |
| December 19, 2023: Session Materials | DHS (Department of Homeland Security) Usability Testing Kit — So Easy, Anyone Can Do It |
| November 8, 2023: Session Materials | World Usability Day<br><br>Collaboration and Cooperation |
| September 28, 2023: Session Materials | Working with the Public to Improve Digital Forms: A GSA Case Study |
| June 29, 2023: Session Materials | Continuously Improve Your Website by Using Customer Feedback and Web Analytics: An IRS Case Study |
| March 30, 2023: Session Materials | Research Operations: Approaches to Recruitment and Knowledge Management |

## Email List

Sign up for "CCSQ HCD-CoP Notify" to stay informed of HCD Community of Practice events by following the steps provided in the Quick Start Guide below. *All users on our previous distribution list have already been added to this listserv.*

**Quick Start Guide**

Step 1: Access the QualityNet site at https://qualitynet.cms.gov/.

Step 2: Click **Subscribe to Email Updates.**

Step 3: Select **Private Lists** tab.

Step 4: Enter the required fields (name and email) and select **CCSQ HCD-CoP Notify: Human-Centered Design Community of Practice Notifications** from the list.

> **Note:** Please sign up with a company-affiliated email address. Requests with personal email addresses will be rejected.

Step 5: Click **Submit.**

| | |
|---|---|
| November, 8: 2022: Session Materials | World Usability Day<br><br>Our Health |
| October 27, 2022: Session Materials | A Coffee Conversation: Addressing Disability with Healthcare Disparities and Equity |
| September 29, 2022: Session Materials | Measuring Customer Satisfaction: Case Studies from Hospital Quality Reporting Program (HQR) and Quality Payment Program (QPP) |
| August 25, 2022: Session Materials | Calm Technology |
| July 28, 2022: Session Materials | WEB3.0 Is It Over? |
| June 30, 2022: Session Materials | CMS DESIGN SYSTEM: PAST, PRESENT, and FUTURE |
| May 26, 2022: Session Materials | HCD as a Verb and Behavior |
| April 28, 2022: Session Materials | Brainstorming: How to Create More Ideas and Better Ideas |
| March 31, 2022: Session Materials | Championing the Value of HCD in Government |
| February 23, 2022: Session Materials | Customer Experience: A Fireside Chat with Stephanie Thum, CCXP |
| January 28, 2022: Session Materials | Engaging with Ethics to Make Trustworthy Experiences |
| December 17, 2021: Session Materials | Using Ethnography to Make APIs Usable |
| November 10, 2021: Session Materials | World Usability Day<br><br>Design of Our Online World: Trust, Ethics, and Integrity |
| October 29, 2021: Session Materials | Creative Facilitation: Increase Collaboration, Productivity, and Innovation |
| September 24, 2021: Session Materials | Touchpoints: Making Customer Feedback Easier |
| August 27, 2021: Session Materials | Driving Creativity and Improving Customer Experience with Empathy - A Panel Discussion |
| July 30, 2021: Session Materials | Struggles and Successes on Our Way to Operationalizing HCD Research - A Case Study from QPP |
| June 25, 2021: Session Materials | Service Design for Hospital Quality Reporting (HQR): Service Blueprint and Journey Maps |
| May 28, 2021: Session Materials | Leveraging Human-Centered Techniques in Root Cause Analysis: Tracing Cause Without Blame |
| April 30, 2021: Session Materials | Behind the Glass: Interview Techniques for Non-Researchers |
| March 26, 2021: Overview, Resources, Recording | What Three Heuristic Evaluations Taught Us About Iteration |
| February 26, 2021: Overview, Recording | The Content Audit: Agony and Ecstasy |
| January 29, 2021: Overview, Recording | Incorporate Web Analytics into Your Design Practice |
| December 18, 2020: Overview, Recording | HCD and COVID-19: A Panel Discussion. |
| November 12, 2020: Event Site, Session Recordings, Decks | World Usability Day - Human Centered AI |
| October 30, 2020: Overview, Deck, Recording | Researchers Don't Let Friends Use Unreliable Task Ratings |
| September 25, 2020: Overview, Deck, Recording | Working at the Intersection of Graphic Design and HCD |

Step 6: Follow the instructions sent via email to confirm your subscription. Once your request is approved by the list administrator, you will be added to the distribution list and will begin receiving email notifications.

**Additional Guidance**

- You must ensure that "ccsq-hcd-cop@mailer.qualitynet.org" is part of your safe sender list. I f you are having issues whitelisting this email address, please contact your IT support for assistance.
- To unsubscribe from the email list, simply send an email with a subject of "Unsubscribe" to ccsq-hcd-cop-leave@mailer.qualitynet.org.
- Please email us at hcd@hcqis.org if you have any questions.



# Connect with Us!

## Email Us Request Support

**QualityNet Slack**: #hcd-share and #help-hcd

**Email Lists:** Sign up at https://qualitynet.cms.gov/listserv-signup

**General CoE News:** "CCSQ HCD CoE News"

**Community of Practice Emails:** "CCSQ HCD-CoP Notify"

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|---|---|
| August 28, 2020: Overview, Deck, Resources | Validating and Improving Navigation with Tree Testing |
| August 14, 2020 | Designing World Usability Day |
| July 2020 Community of Practice: Video, Deck, and Resources | Designing for Accessibility |
| June 2020 Community of Practice: Overview, Video, and Resources | Improve Customer Experience with Content Strategy |
| May 2020 Program Overview, Video, and Resources | Brainstorm Better: Improving a Critical Skill |
| April 2020 Meeting Overview and Deck | Quantifying Behavior and Impact Along the Customer Journey |
| March 2020 Meeting Overview and Video | Uncover Problems and Discover Opportunities with Usability Testing |
| February 2020 Meeting Overview and Video | Lean UX Approaches for Agile Environments |
| January 2020 Meeting Overview and Video | Using Personas for Effective Decision-Making: A Panel Discussion |
| December 2019 Meeting Overview and Deck | Design Systems: A Panel Discussion |
| November 2019 World Usability Day | Designing for the Future We Want |
| June 2019 Meeting Minutes | Best practices to capture human interest in the UI |
| May 2019 Meeting Minutes | Persona-driven backlog prioritization |
| April 2019 Meeting Minutes | Discussion: Recruiting research participants |
| March 2019 Meeting Minutes | Building a Roadmap using Atlassian |
| February 2019 Meeting Minutes | Section 508 |
| January 2019 Meeting Minutes | Lean Coffee |
| December 2018 Meeting Minutes | 2018 UX teams Retro |
| November 2018 Meeting Minutes | Integrating UX into Agile |
| October 2018 Meeting Minutes | Paperwork Reduction Act and its Impact on User Research |
| September 2018 Meeting Minutes | CMS Design System |
| August 2018 Meeting Minutes | Design Studio |
| July 2018 Meeting Minutes | Lean Coffee |
| June 2018 Meeting Minutes | General Discussion |
| May 2018 Meeting Minutes | General Discussion |

Create meeting note

## Action Items