

Form Approved
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HRSA Bureau of Health Workforce (BHW) Information Architecture Validation

Introductory message:

Welcome

Thank you for participating in HRSA's Bureau of Health Workforce (BHW) website usability study.

This will take you between **10 to 15 minutes** to complete.

Your response will **help us understand how to organize and improve the content on our website to make it more useful for you.**

<Get started> (*Link to Pre-survey Questionnaire*)

Pre-Survey Questionnaire:

Before We Begin

Please answer the following questions to help us understand how you use the BHW website, and what content is most important to you.

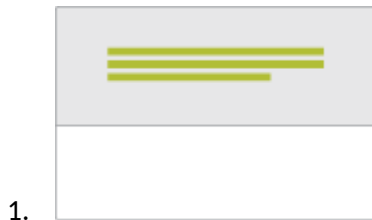
1. Which of the following best describes you or the organization that you represent? Select all that apply: (*multi-select*) (*Required*)
 - HRSA Grantee
 - State or Local Government
 - Federal Government Agency
 - Professional Association
 - Advocacy Group
 - Health or Social Service Professional
 - Academic Institution
 - Research Institution
 - Media/Public Affairs
 - Foundation
 - Other: (*Text field: "If other, please specify"*)
2. For which Bureau of Health Workforce content are you likely to search? Select all that apply: (*multiselect*) (*Required*)
 - Specific HRSA Bureau of Health Workforce programs
 - BHW data
 - HRSA funding opportunities
 - Research, reports, or publications
 - Technical assistance
 - Other: (*Text field: "If other, please specify"*)
3. Which option best describes how often you use the BHW website? (*single select*) (*Required*)
 - Several times a year

- Several times a month
- Several times a week
- I have never used the MCHB website.

<Continue> ([Link to Instrument instructions](#))

Instrument Instructions:

Great, let's get started! Here's how it works:



At the top of the page, you will be given a task, asking you to find a certain item. Below the task, you will be presented with a list of links.



Within each set of links, select the one that you think will help you best accomplish the task.



If you take a wrong turn, you can go back by clicking one of the links above. *Please don't use the back button on your browser.*

Note: This is not a test of your ability; there are no right or wrong answers.

<Continue> ([Link to Tasks](#))

Content Hierarchy

The content hierarchy and sample tasks below represent an illustrative version and will be adapted and finalized pending input from BHW program staff.

Each task (below) prompts a user to select the term in the hierarchy where they would expect to complete the task. Content is presented in a collapsed hierarchy, forcing users to expand a category to review the terms within. Primary content categories (in bold) are not selectable as an “answer,” forcing users to drill down to select where they would complete the task.

Health Workforce Topics

- Workforce Training
- Diversity
- Public Health
- Aging
- Mental/Behavioral
- Shortage Designation

BHW Programs

- Nursing
- Medicine
- Dentistry
- Tribal
- Rural
- Interprofessional

Funding Opportunities

- Open Funding Opportunities
- Recent Funding Opportunities
- Technical Assistance

Data

- National Center for Health Workforce Analysis
- Research Analysis
- Projections
- Minimum Data Set

About BHW

- BHW Vision and Strategic Goals
- BHW Measurement Framework
- BHW Staff & Contact Information

Tasks

Tasks are presented to participants in a randomized order. Tasks offer the option to skip.

1. Register for an upcoming technical assistance webinar for grant applicants.
2. Determine if your facility is in a Health Professional Shortage Area or Medically Underserved Area or Population.
3. You are interested in becoming a BHW grantee. Where would you look to find information about what types of organizations are currently being funded?
4. Learn where BHW activities overlap with or supplement the work of other federal agencies.
5. Find details and contact information for state or local programs that offer support to families.
6. Find more information about the outcomes of a specific BHW program.
7. Where would you look to determine if your organization is eligible to apply for a specific BHW program?
8. Find interdepartmental policy statements that inform BHW policy.
9. Where would you look to see if the Bureau of Health Workforce has recently funded research in your area of interest?
10. Find out about BHW's role in helping veterans with health care skills find civilian jobs.

Post-Survey Questionnaire:

(Displays after all tasks are completed and/or skipped)

Just about finished

Thank you for participating in our usability study! Please take a moment to answer the questions below to help us identify additional ways that we can improve your experience on the BHW website.

1. Tell us about any additional tasks that are important to you when you visit the BHW website.
(text field input)
2. How can the BHW site help you better accomplish these tasks? *(text field input)*
3. Please share any additional suggestions for improving the content or structure of the BHW site.
(text field input)

<Continue> *(Link to Thank You message)*

Thank You Message

Thanks

Thanks again for your participation. Your feedback is essential to making our website understandable, useful and accessible to our users.

(Users redirected back to <http://bhw.hrsa.gov/>)