

Form Approved
OMB No. 0990-0379
Exp. Date 08/31/2017

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HRSA National Health Service Corps (NHSC) Information Architecture Validation

A preview of the draft version of the instrument is available online at

https://aquilentux.optimalworkshop.com/treejack/hrsa_nhsc_072017

Introductory message:

Welcome

Thank you for participating in HRSA's National Health Service Corps' website usability study.

This will take you around **10 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 MCHB website, and what content is most important to you.

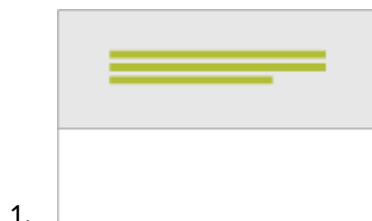
1. Which of the following best describes you or the organization that you represent? Select all that apply: (*multi-select*) (*Required*)
 - NHSC Program Applicant
 - NHSC Program Recipient
 - NHSC Site Administrator
 - State Primary Care Office
 - State or Local Government
 - Federal Government Agency
 - 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 National Health Service Corps' content are you likely to search? Select all that apply: (*multi-select*) (*Required*)
 - Loan repayment information
 - Scholarship opportunities
 - NHSC-approved sites
 - Application assistance

- Job or talent search
 - Ambassador resources
 - Alumni network
 - National Advisory Council
 - Other: (Text field: "If other, please specify")
3. Which option best describes how often do you use the [National Health Service Corps' website](#)? (single select) (Required)
- Several times a year
 - Several times a month
 - Several times a week
 - I have never used the NHSC 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: We are not testing your ability; there are no right or wrong answers.

<Continue> (Link to Tasks)

Content Hierarchy

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.

Programs

- Loan Repayment
- Students to Service
- State Loan Repayment
- Zika Loan Repayment
- Scholarship

Sites

- Eligibility
- Application Process
- Virtual Job Fairs

Health Workforce Connector

About NHSC

- National Advisory Council

Tasks

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

1. Find out how to become an approved NHSC site.
2. Register for an upcoming Virtual Job Fair.
3. Download the Application & Program Guidance for the Students to Service program.
4. Determine how to become a mentor.
5. Locate an NHSC site in your area with open jobs.
6. Submit your report on completed practice hours for the LRP.
7. Where would you find information on service commitment requirements for the Zika Loan Repayment program?
8. Find out if a particular site is in a Health Professional Shortage Area (HPSA).
9. Where would you find information about the benefits of joining the National Health Service Corps (NHSC)?
10. Find out if you are eligible to serve on the National Advisory Council on the National Health Service Corps (NACNHSC).

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 NHSC website.

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