

HRSA BHW Website: Usability Test Script (Test Instrument)

Intro & Pre-Test Questions

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

This activity will take you **15 to 20 minutes** to complete.

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

1. With which of the following do you most identify? *(Single Select) (Required)*

- ☐ Student
- ☐ Healthcare Worker
- ☐ Academic Institution
- ☐ Researcher
- ☐ Public Health Professional
- ☐ Family Caregiver
- ☐ Media/Journalist
- ☐ Policymaker
- ☐ Healthcare Administrator
- ☐ Other: (Text field: "If other, please specify")

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 30 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

2. Which content are you most likely to look for on the BHW site? *(Single Select)*
(Required)
- Specific Bureau of Health Workforce programs
 - General information about the Bureau of Health Workforce
 - Grants and funding opportunities
 - Loan repayment and scholarship opportunities
 - Virtual Job Fairs or job opportunities
 - NHSC-approved sites
 - Health Professional Shortage Areas (HPSAs), Medically Underserved Area and Medically Underserved Population (MUA/Ps), scoring, and application process
 - Health workforce data tools and research
 - Other: (Text field: "If other, please specify")
3. Which content are you likely to look for second on the BHW site? *(Single Select)*
(Required)
- Specific Bureau of Health Workforce programs
 - General information about the Bureau of Health Workforce
 - Grants and funding opportunities
 - Loan repayment and scholarship opportunities
 - Virtual Job Fairs or job opportunities
 - NHSC-approved sites
 - Health Professional Shortage Areas (HPSAs), Medically Underserved Area and Medically Underserved Population (MUA/Ps), scoring, and application process
 - Health workforce data tools and research
 - Other: (Text field: "If other, please specify")
4. Which option best describes how often you visit the BHW website? *(Single Select)*
(Required)
- Several times a day
 - Several times a week
 - Several times a month
 - Several times a year
 - I have never visited the BHW website.

Tasks

Each task starts here: <https://bhw.hrsa.gov/>

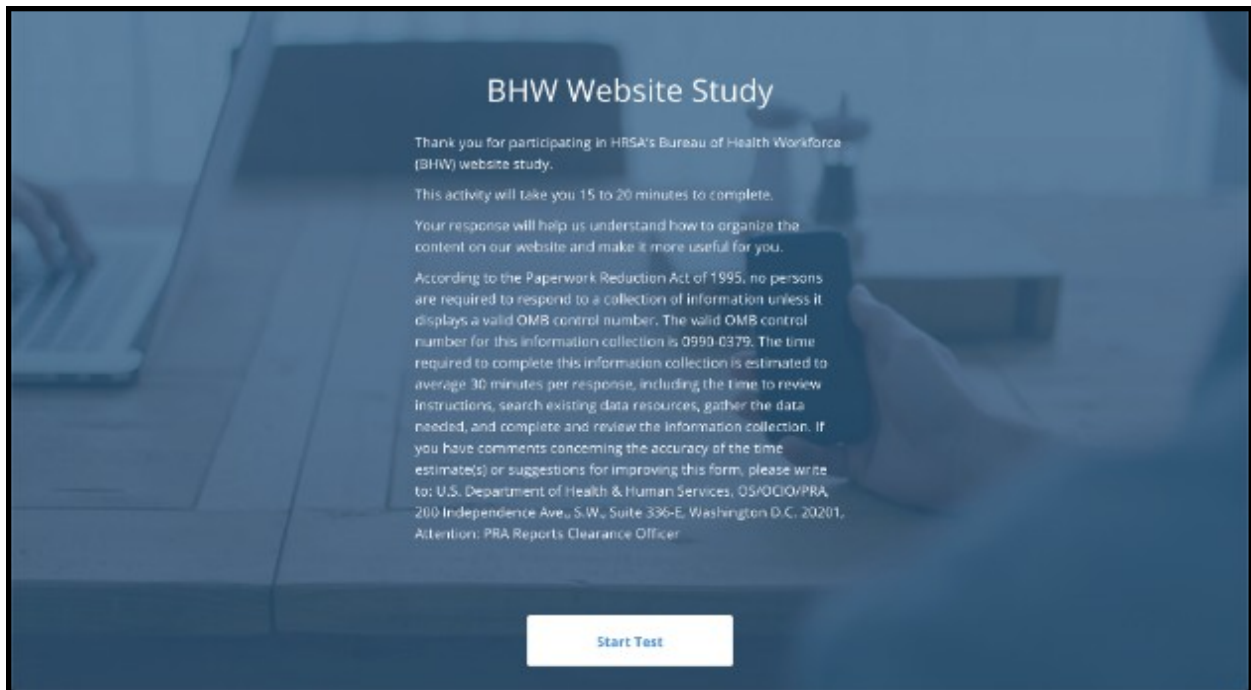
	Task	Success
1	How many scholarship programs does BHW have?	Funding > Apply for a Scholarship > 3 (Nurse Corps Scholarship Program; Native Hawaiian Health Scholarship Program; National Health Service Corps Scholarship Program)
2	Find the eligibility requirements for the Advanced Nursing Education Program.	Funding > Apply for a Grant > “You are eligible*, if you are a school of nursing, a nursing center, an academic health center, a state or local government, or a public or private nonprofit entity that the Secretary deems appropriate.”
3	Find out how to apply for an Auto-HPSA designation.	Workforce Shortage Areas > What is Shortage Designation > Reviewing Shortage Designation Applications > How do I request an Auto-HPSA designation?
4	Find health workforce projections for geriatricians.	Data & Research > Review Workforce Research > Projecting Supply and Demand > Geriatricians accordion & PDF
5	Where would you go to sign up for the BHW newsletter?	Scroll to footer > Subscribe
6	Find how many virtual job fairs BHW hosted in 2019.	Job Search > Attend a Virtual Job Fair > 4
7	Find the National Sample Survey of Registered Nurses.	Data & Research > Access Data Tools > National Sample Survey of Registered Nurses (NSSRN)

Post-Test Questions

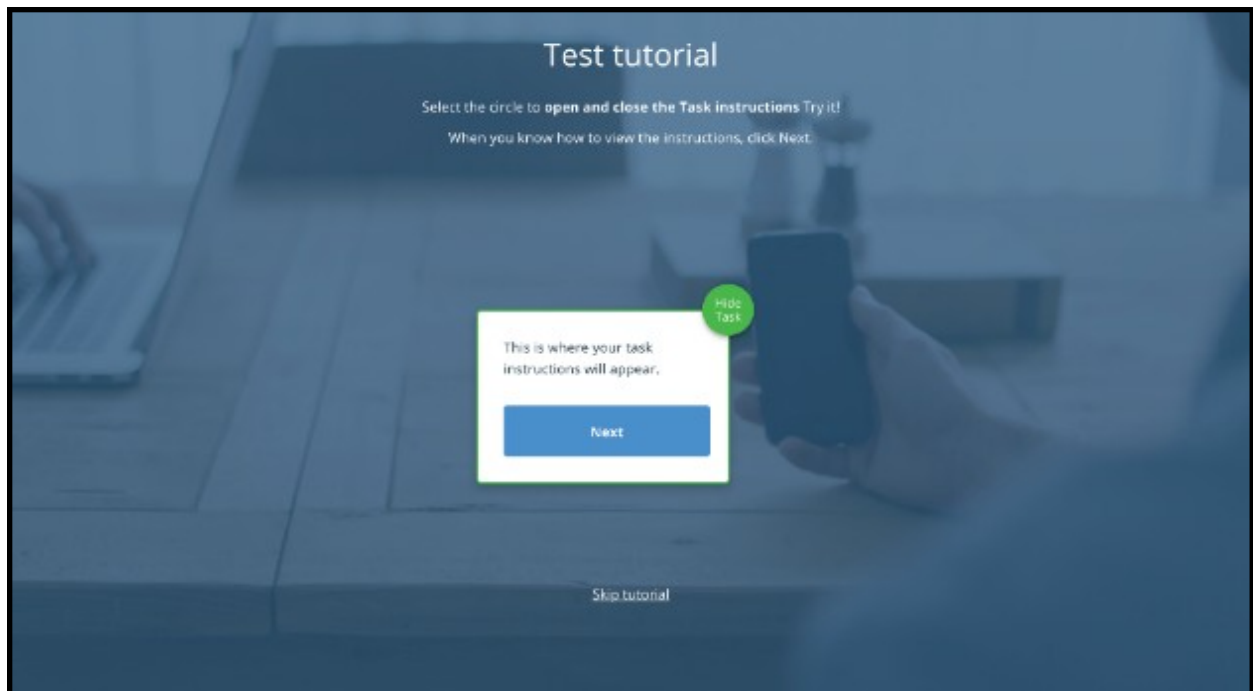
1. On a scale of 1 to 5, 1 being difficult and 5 being easy, how would you rate your experience finding the information? Why?
2. What did you like most about your experience on the site today?
3. What did you like least about your experience on the site today?
4. Is there anything you wish that the site had?
5. Do you have any final recommendations for improving the site?

UserZoom Screenshots

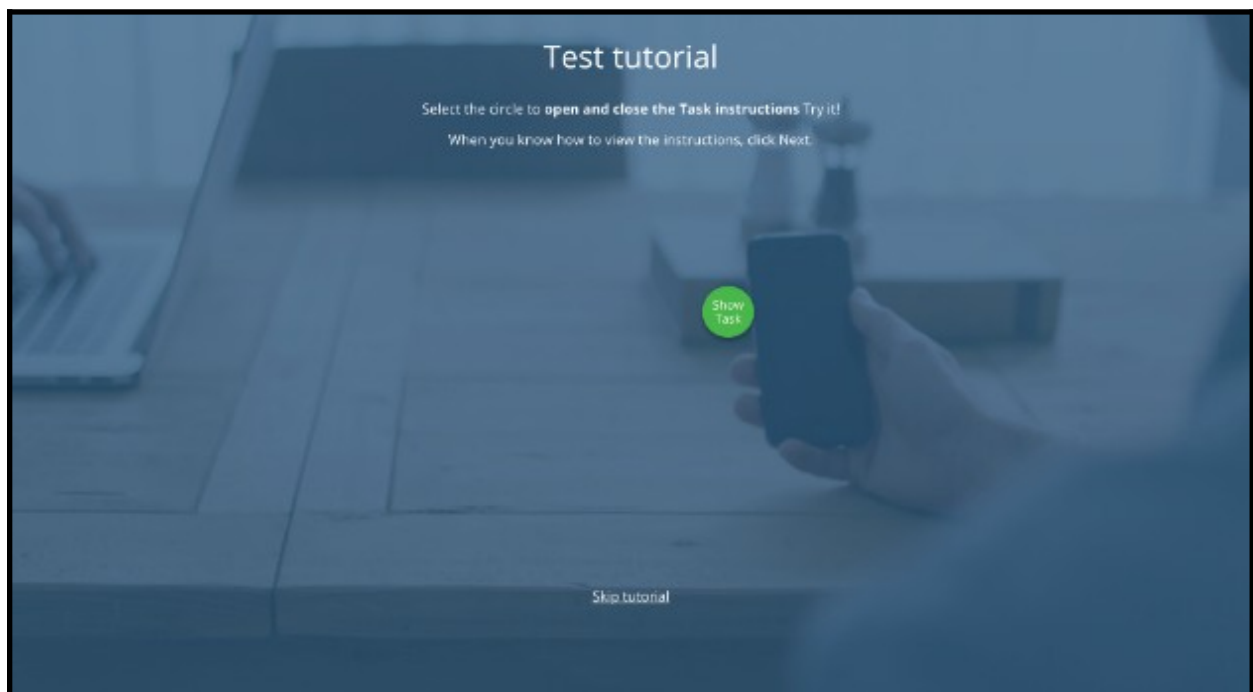
Note: These screenshots display the script and how it will look in the UserZoom tool.



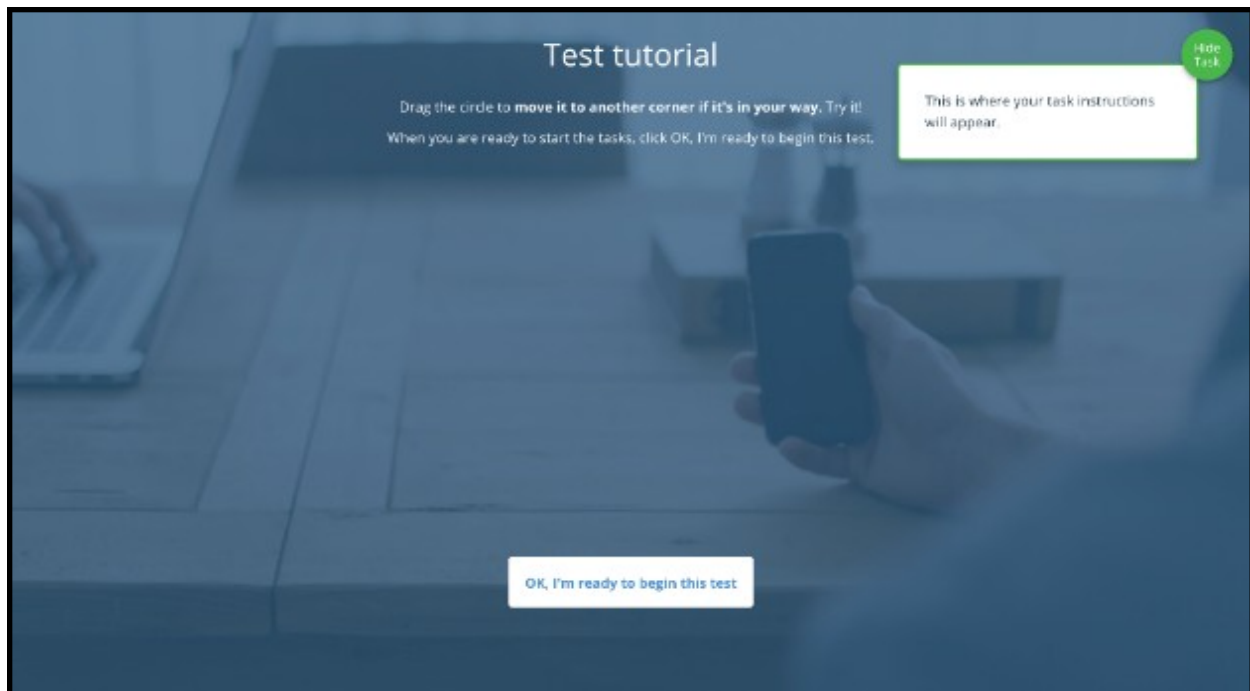
Screenshot 1: Welcome Message and PRA Statement



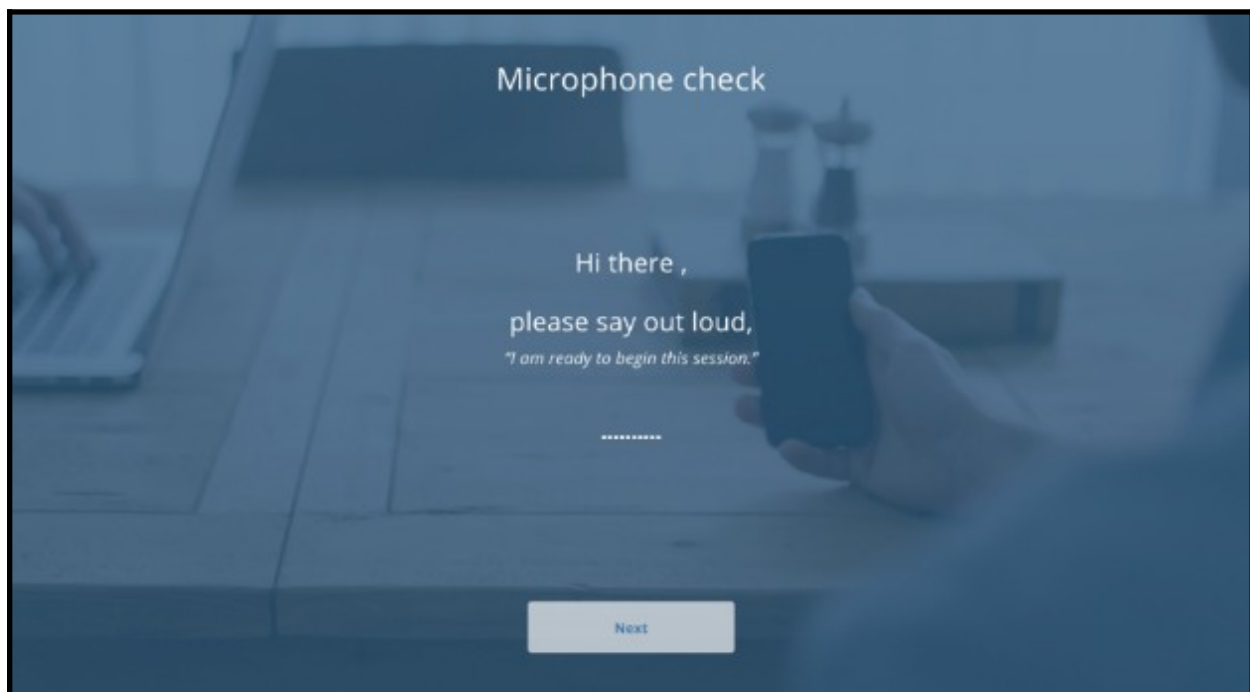
Screenshot 2: UserZoom Test Tutorial



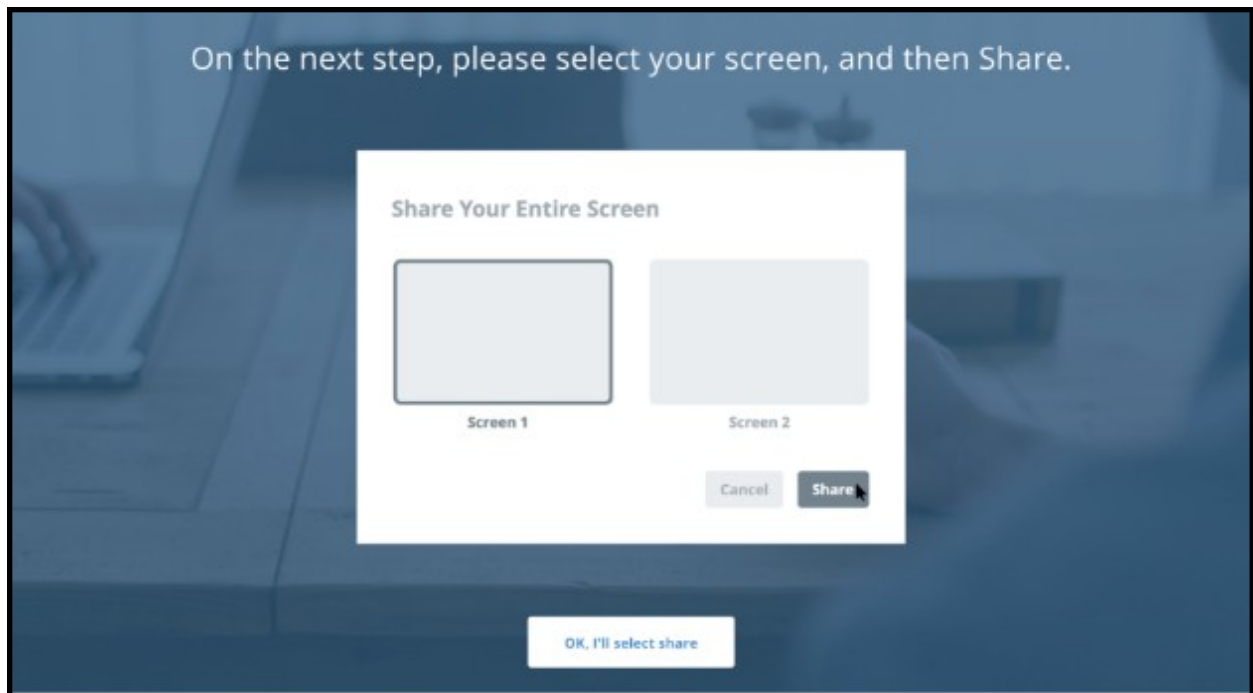
Screenshot 3: UserZoom Test Tutorial



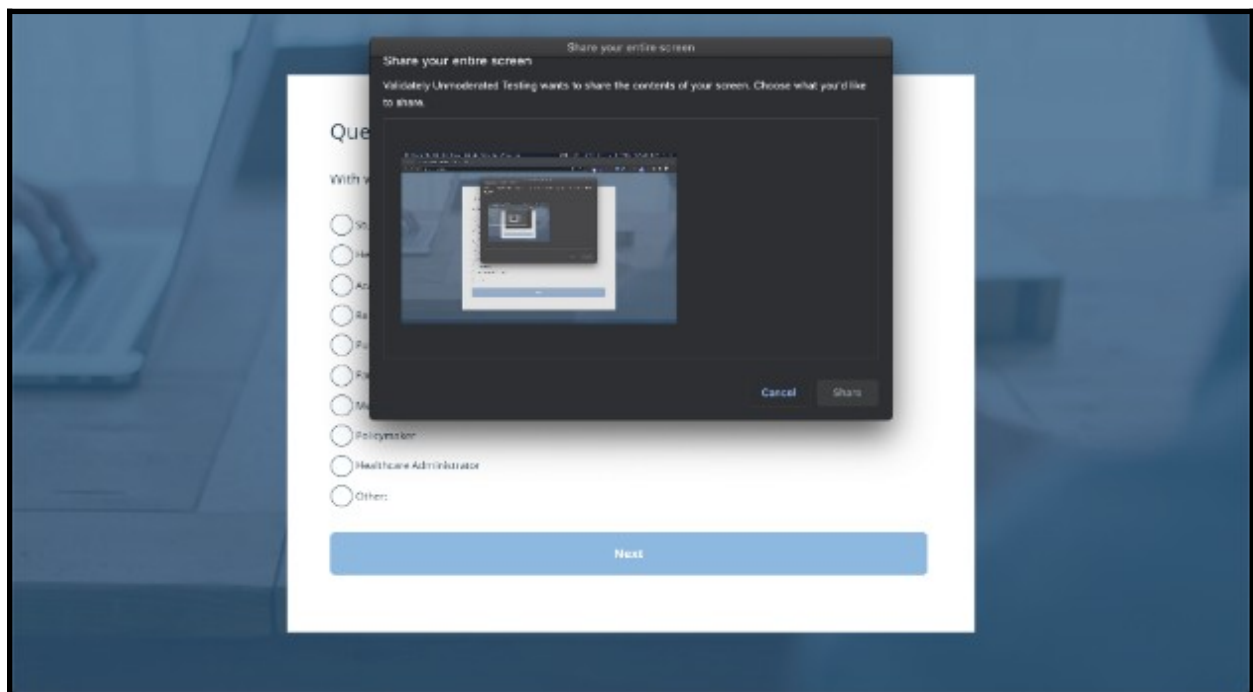
Screenshot 4: UserZoom Test Tutorial



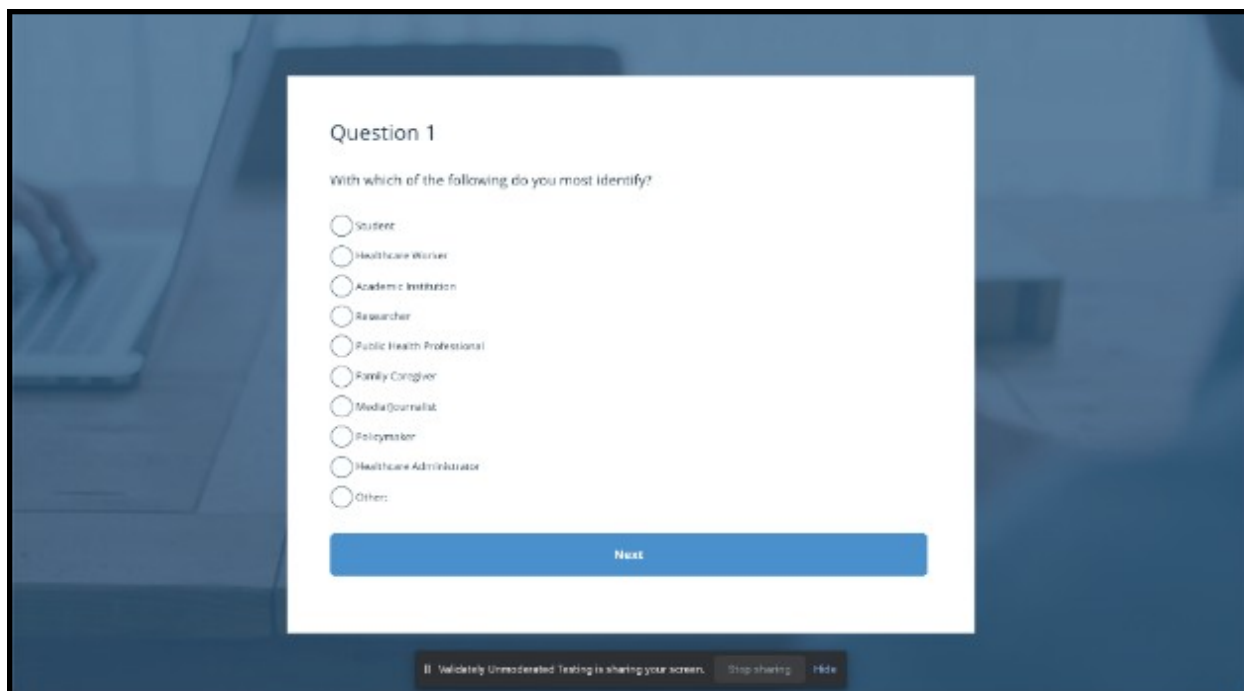
Screenshot 5: Microphone Check



Screenshot 6: Screenshot Selection



Screenshot 7: Screenshot Selection



Question 1

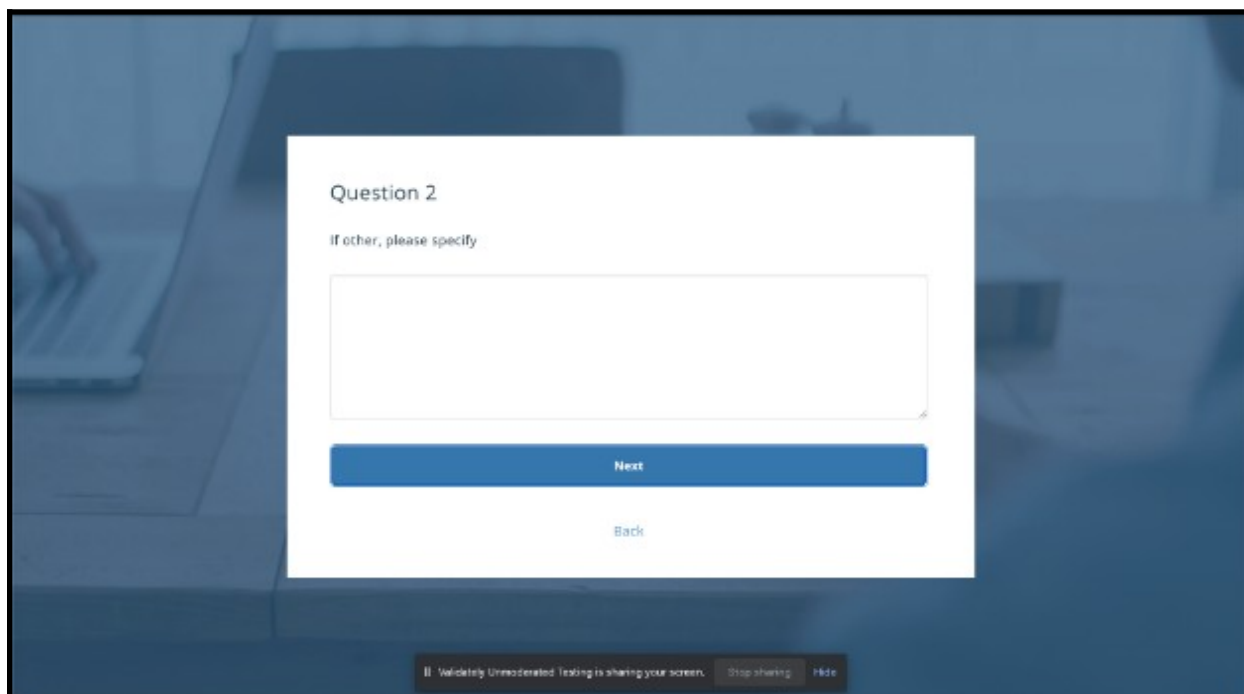
With which of the following do you most identify?

- ☐ Student
- ☐ Healthcare Worker
- ☐ Academic Institution
- ☐ Researcher
- ☐ Public Health Professional
- ☐ Family Caregiver
- ☐ Media/Journalist
- ☐ Policymaker
- ☐ Healthcare Administrator
- ☐ Other:

Next

II. Validately Unmoderated Testing is sharing your screen. Stop sharing Hide

Screenshot 9: Pre-Test Question 1



Question 2

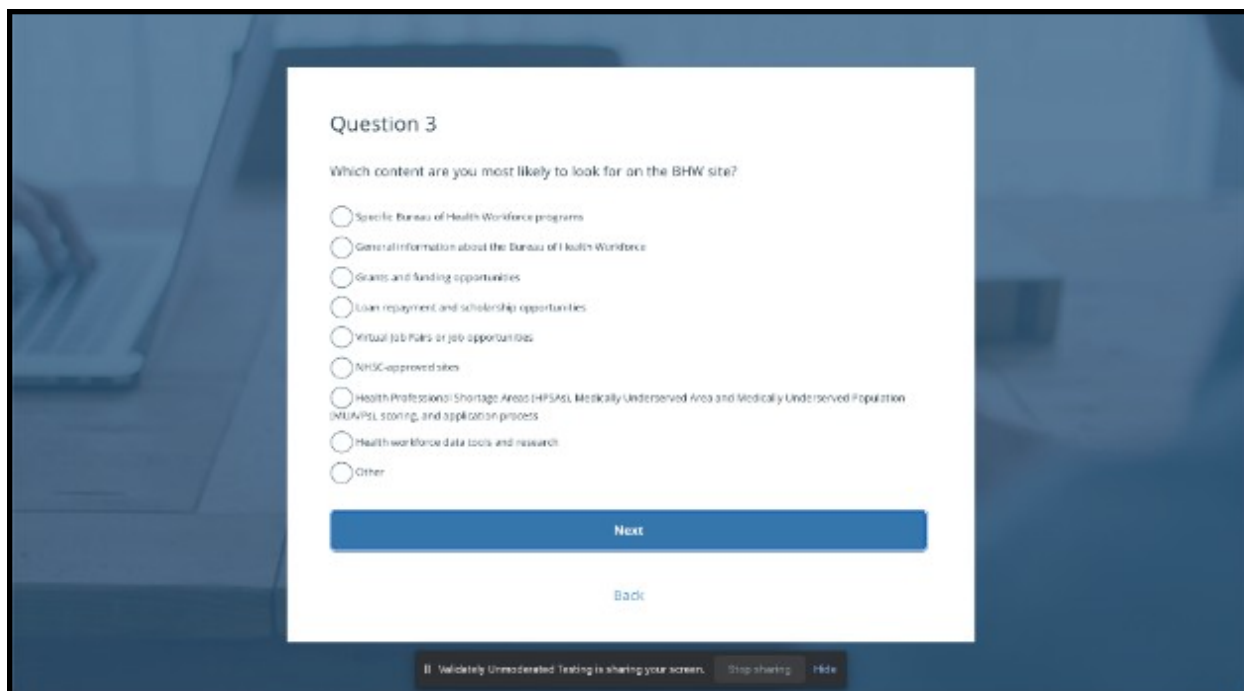
If other, please specify

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Screenshot 10: Pre-Test Question 2



Question 3

Which content are you most likely to look for on the BHW site?

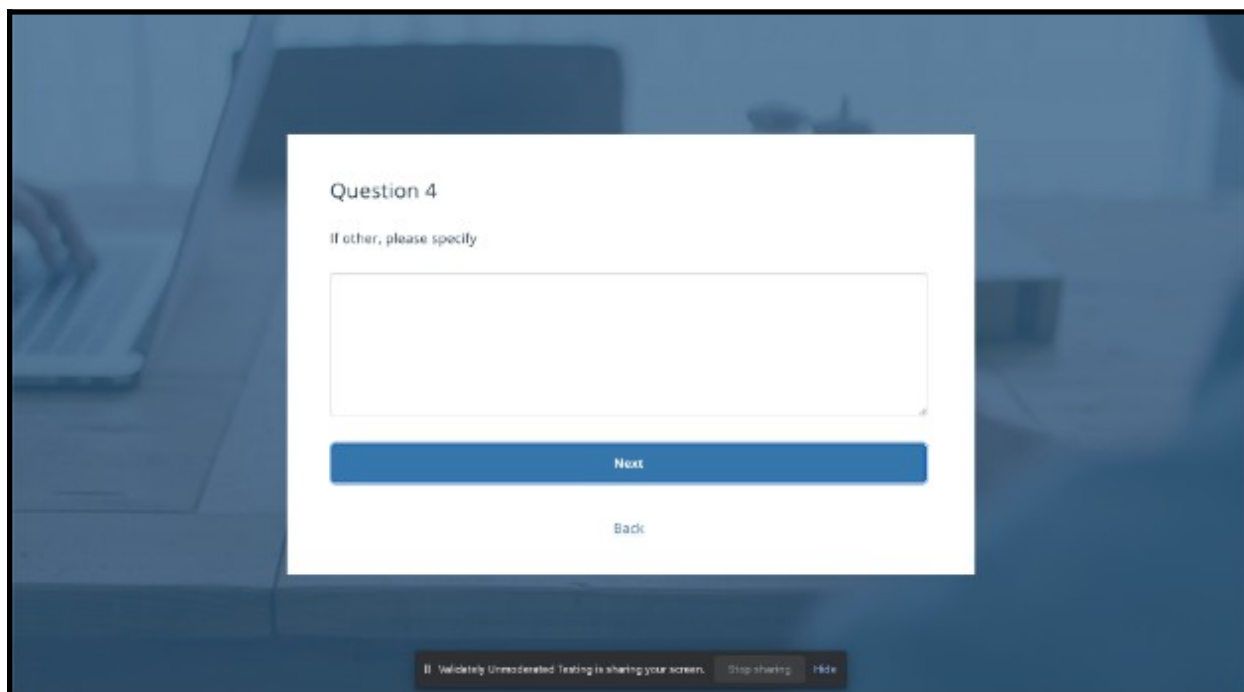
- ☐ Specific Bureau of Health Workforce programs
- ☐ General information about the Bureau of Health Workforce
- ☐ Grants and funding opportunities
- ☐ Loan repayment and scholarship opportunities
- ☐ Virtual job roles or job opportunities
- ☐ NHSC-approved sites
- ☐ Health Professional Shortage Areas (HPSAs), Medically Underserved Area and Medically Underserved Population (MUA/MPL) scoring, and application process
- ☐ Health workforce data tools and research
- ☐ Other

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Screenshot 11: Pre-Test Question 3



Question 4

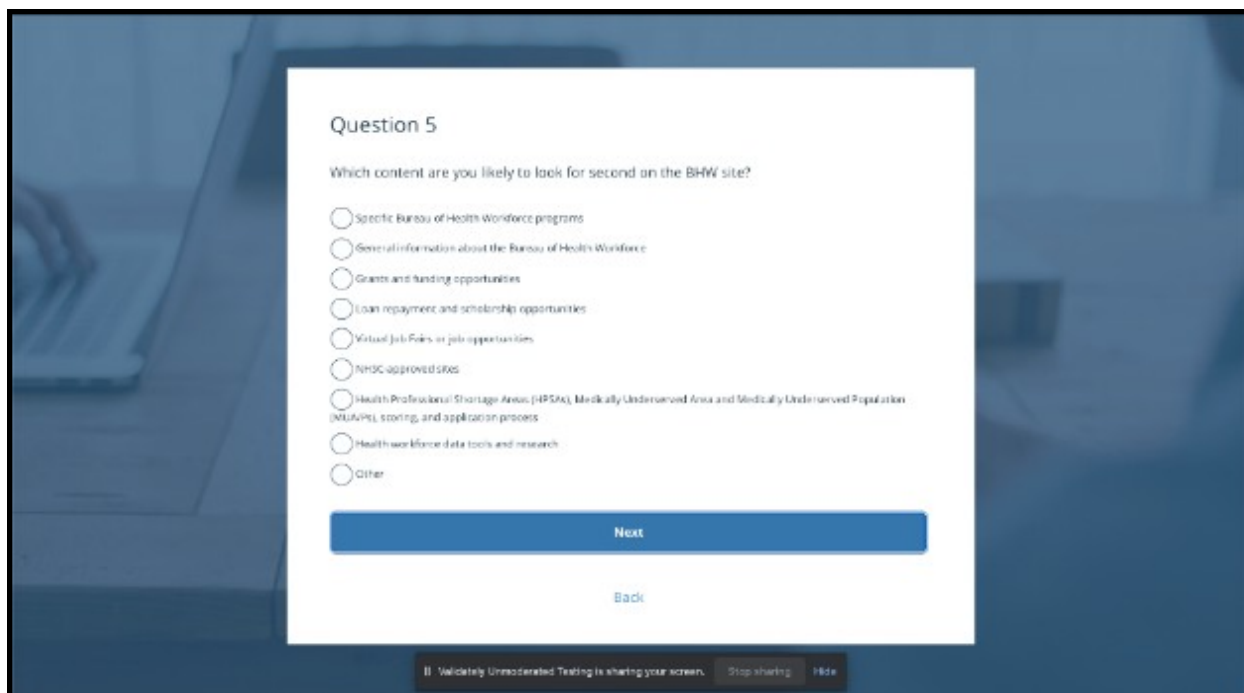
If other, please specify

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Screenshot 12: Pre-Test Question 4



Question 5

Which content are you likely to look for second on the BHW site?

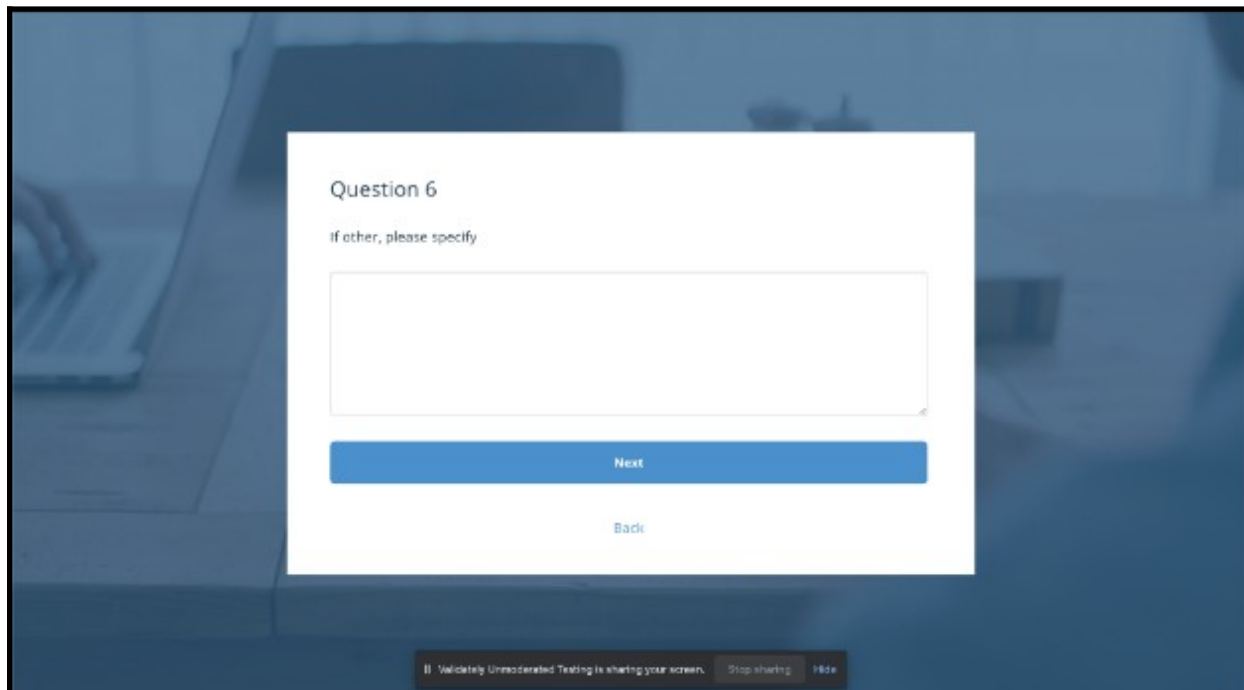
- ☐ Specific Bureau of Health Workforce programs
- ☐ General information about the Bureau of Health Workforce
- ☐ Grants and funding opportunities
- ☐ Loan repayment and scholarship opportunities
- ☐ Virtual job fairs or job opportunities
- ☐ NHSC approved sites
- ☐ Health Professional Shortage Areas (HPSAs), Medically Underserved Area and Medically Underserved Population (MUA/MP), scoring, and application process
- ☐ Health workforce data tools and research
- ☐ Other

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Screenshot 13: Pre-Test Question 5



Question 6

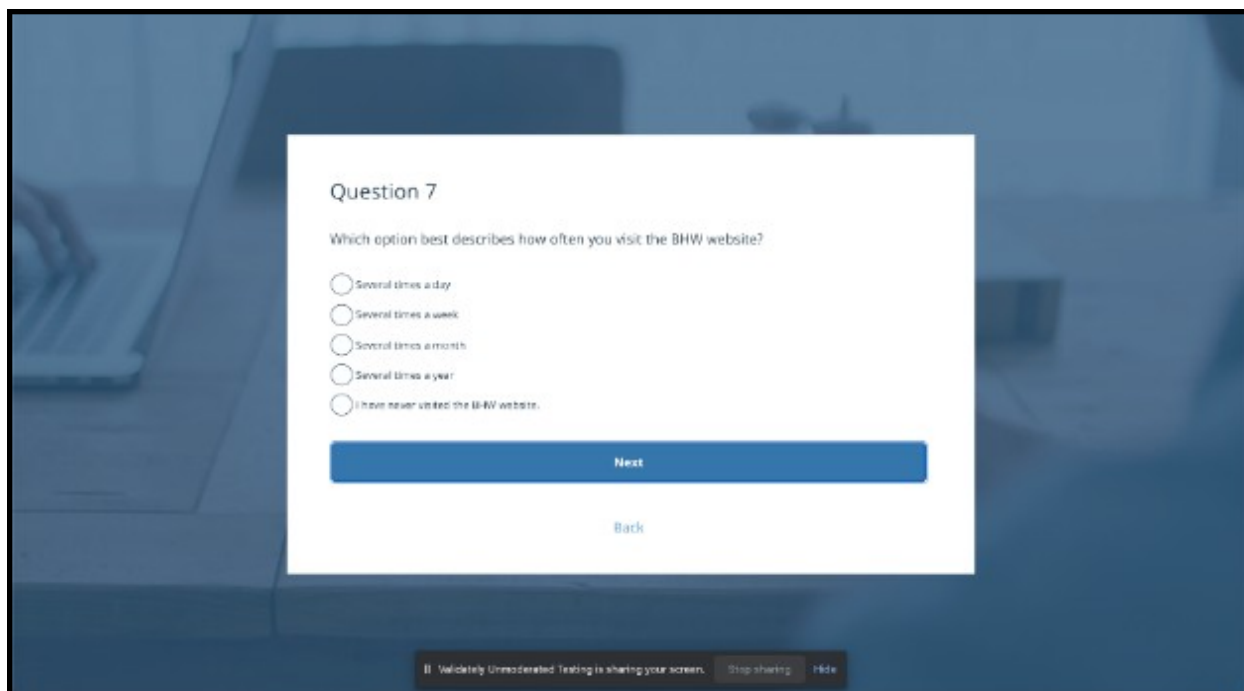
If other, please specify

Next

Back

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Screenshot 14: Pre-Test Question 6



Question 7

Which option best describes how often you visit the BHW website?

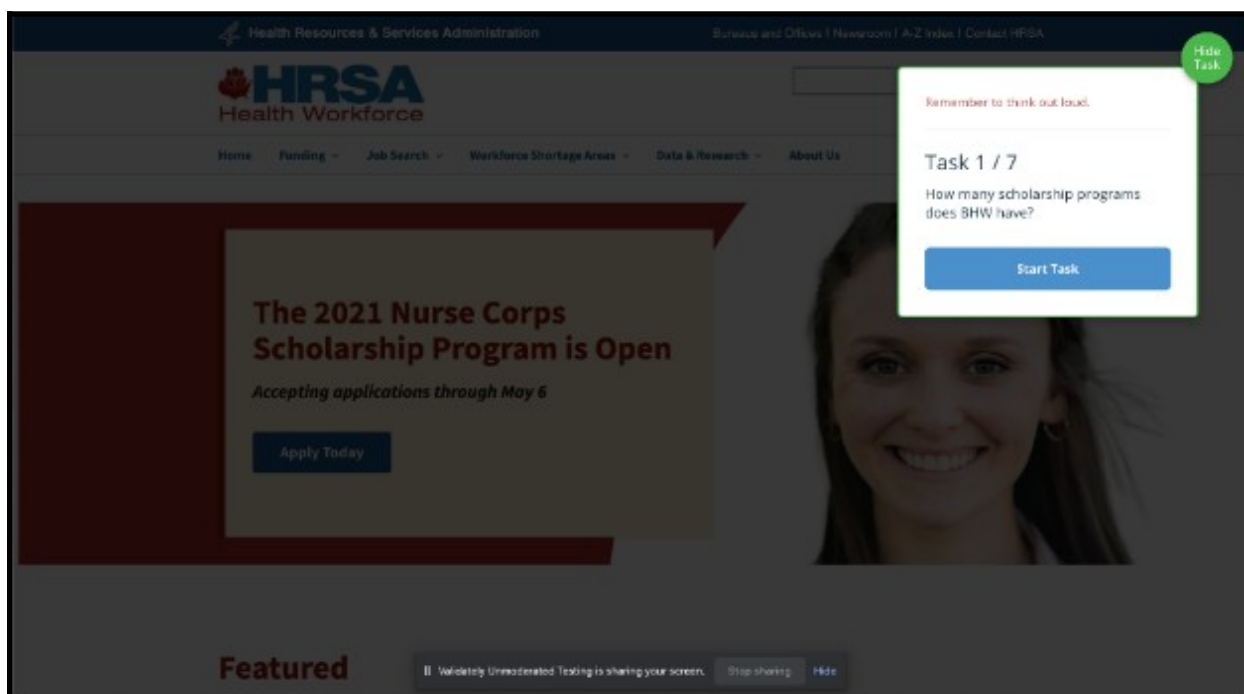
- ☐ Several times a day
- ☐ Several times a week
- ☐ Several times a month
- ☐ Several times a year
- ☐ I have never visited the BHW website.

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Screenshot 15: Pre-Test Question 7



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Health Workforce

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The 2021 Nurse Corps Scholarship Program is Open
Accepting applications through May 6
Apply Today

Remember to think out loud.

Task 1 / 7
How many scholarship programs does BHW have?

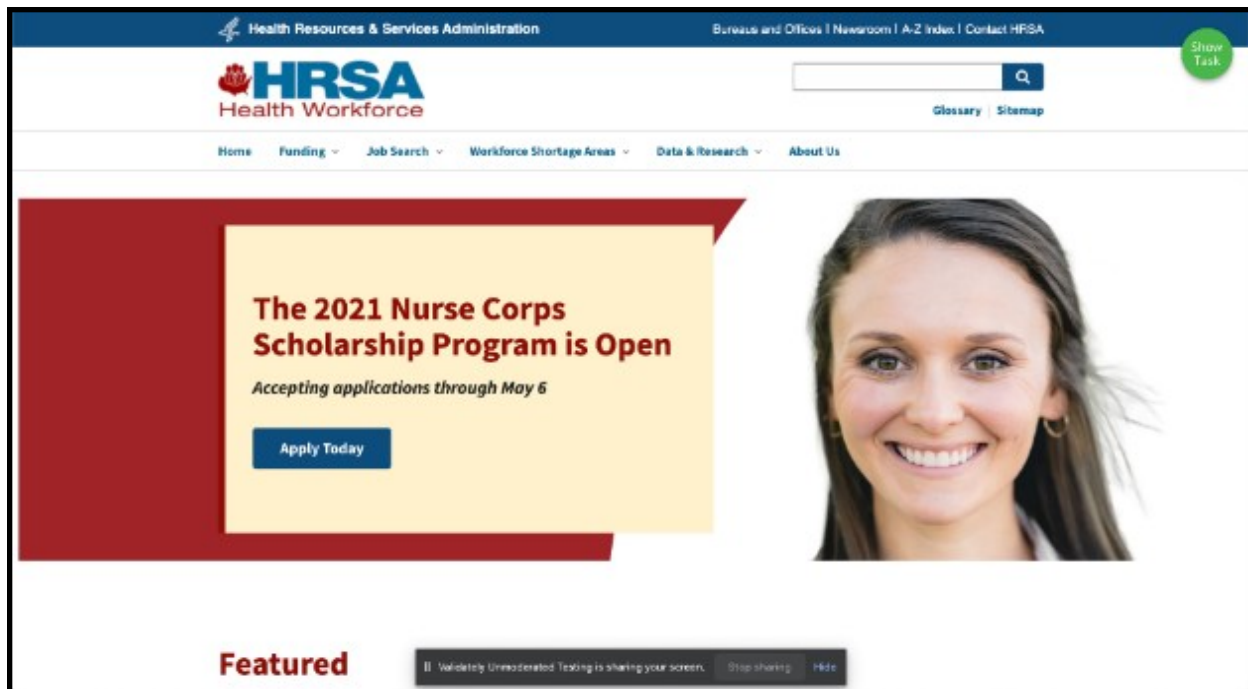
Start Task

Hide Task

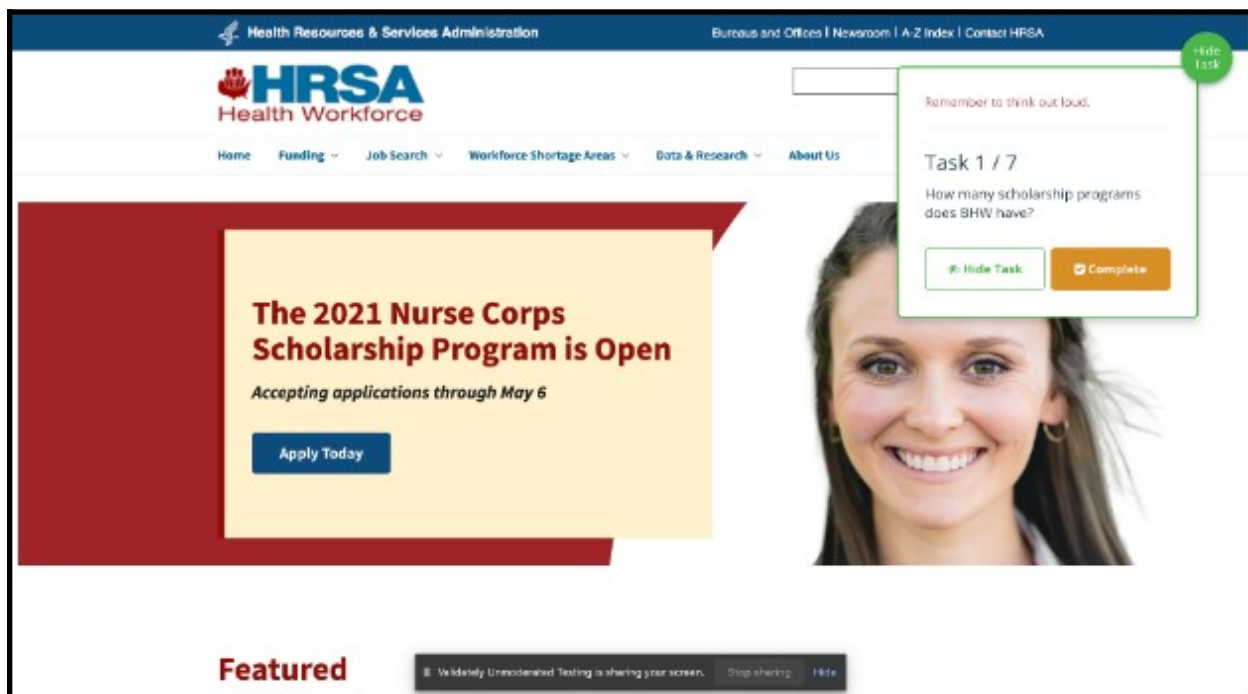
Featured

|| Violately Unmoderated: Testing is sharing your screen. Stop sharing Hide

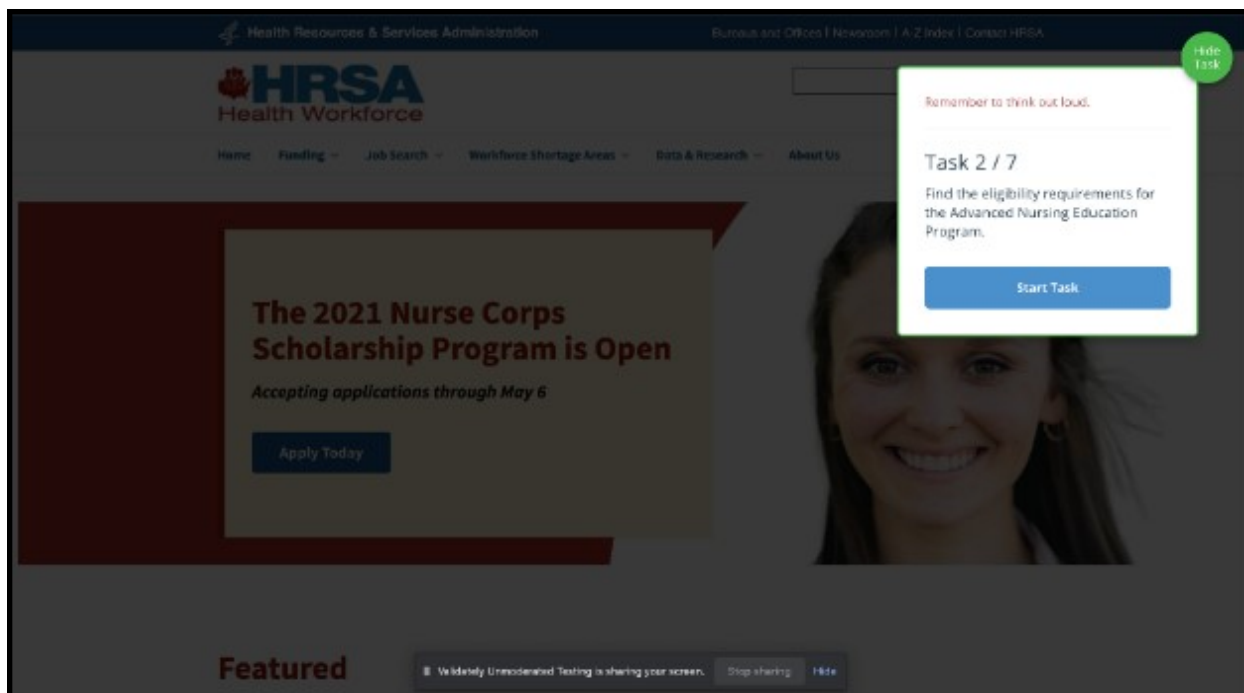
Screenshot 16: Task 1 Start



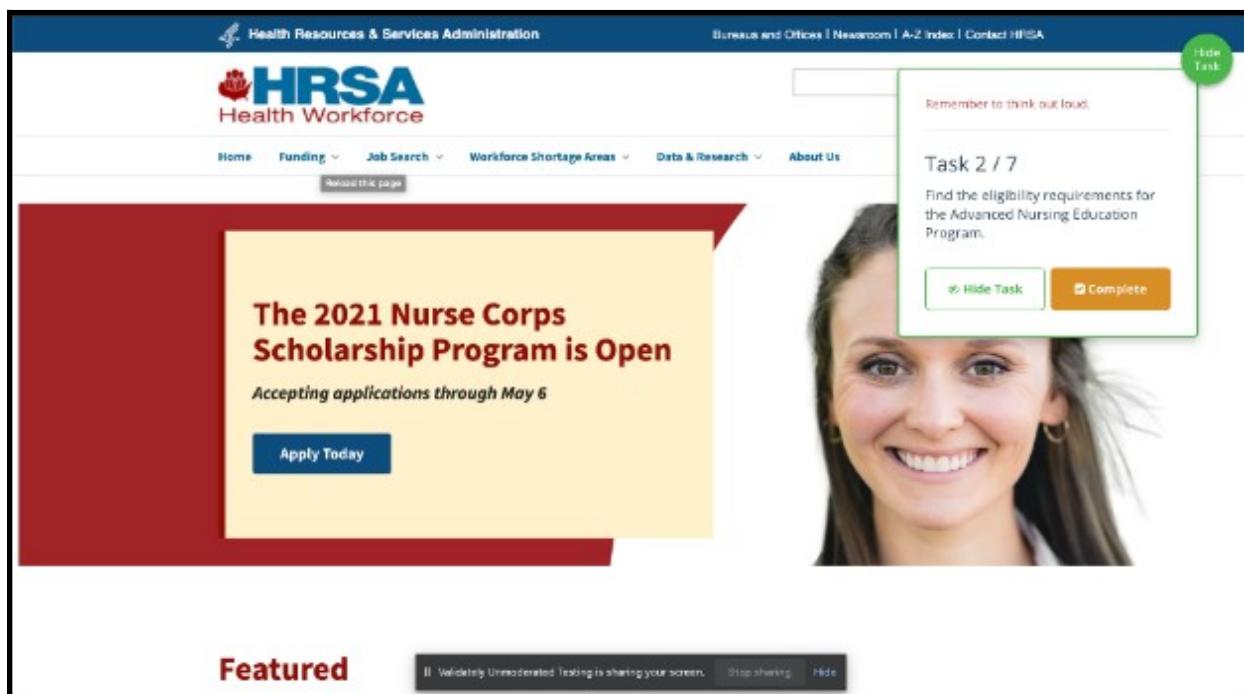
Screenshot 17: Task 1 Hide Task



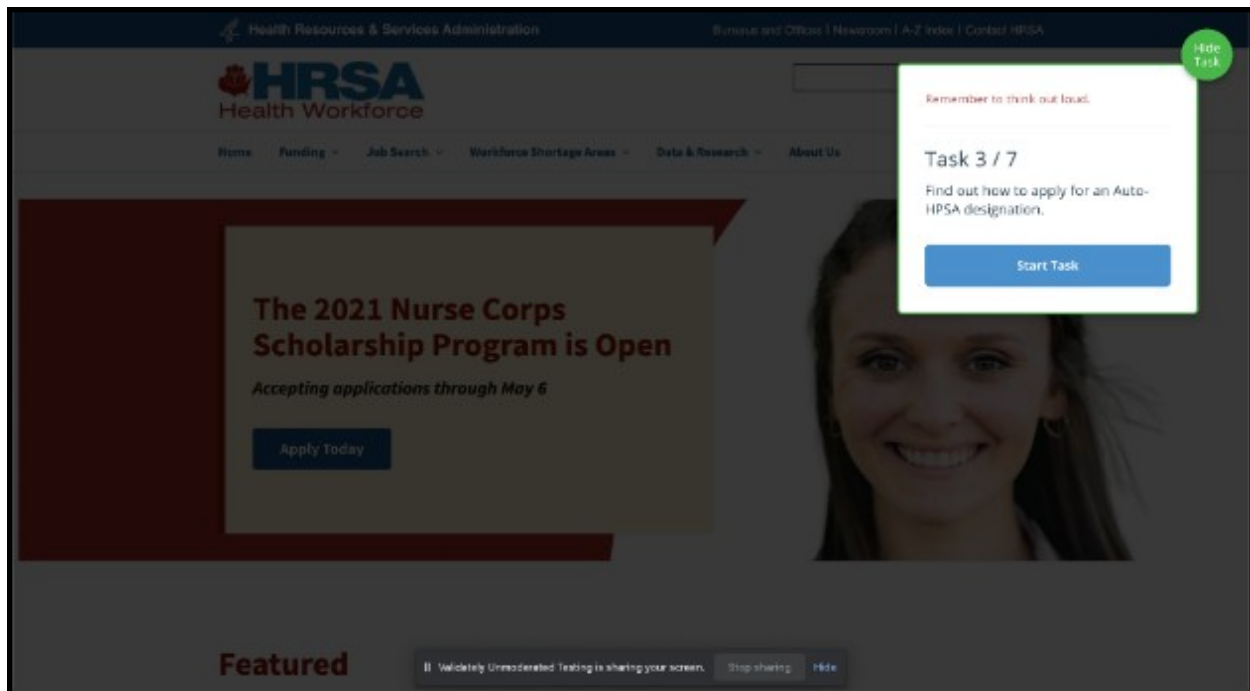
Screenshot 18: Task 1 Complete



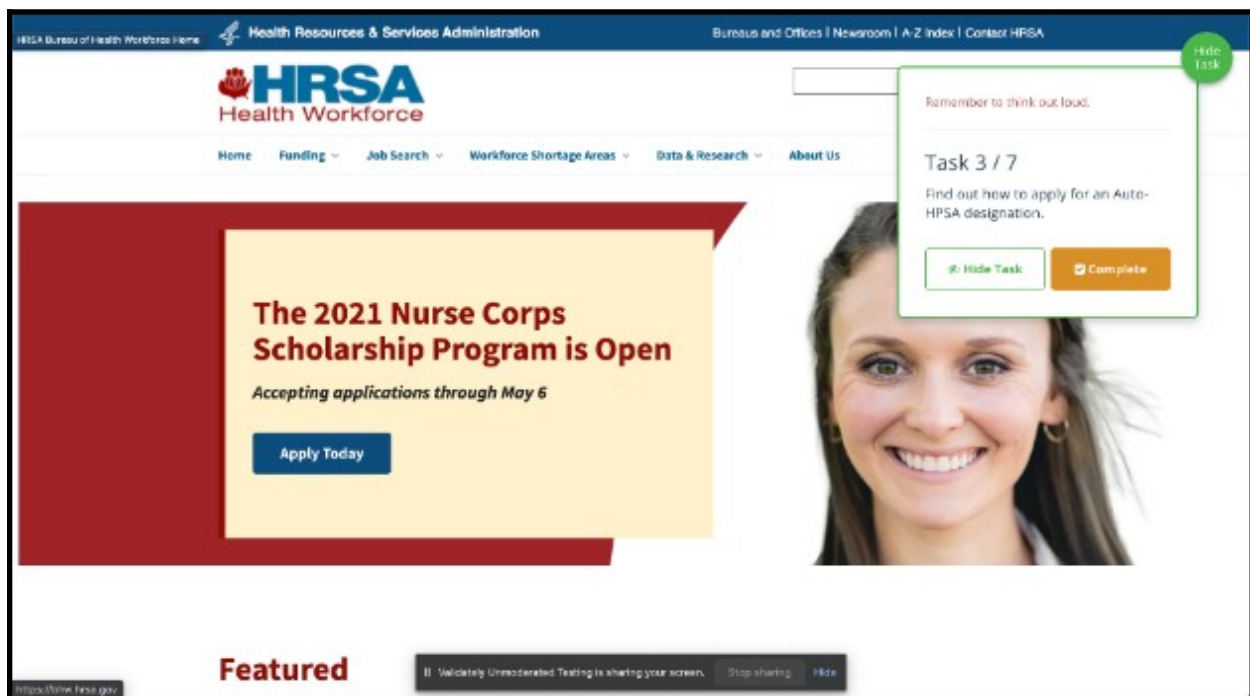
Screenshot 19: Task 2 Start



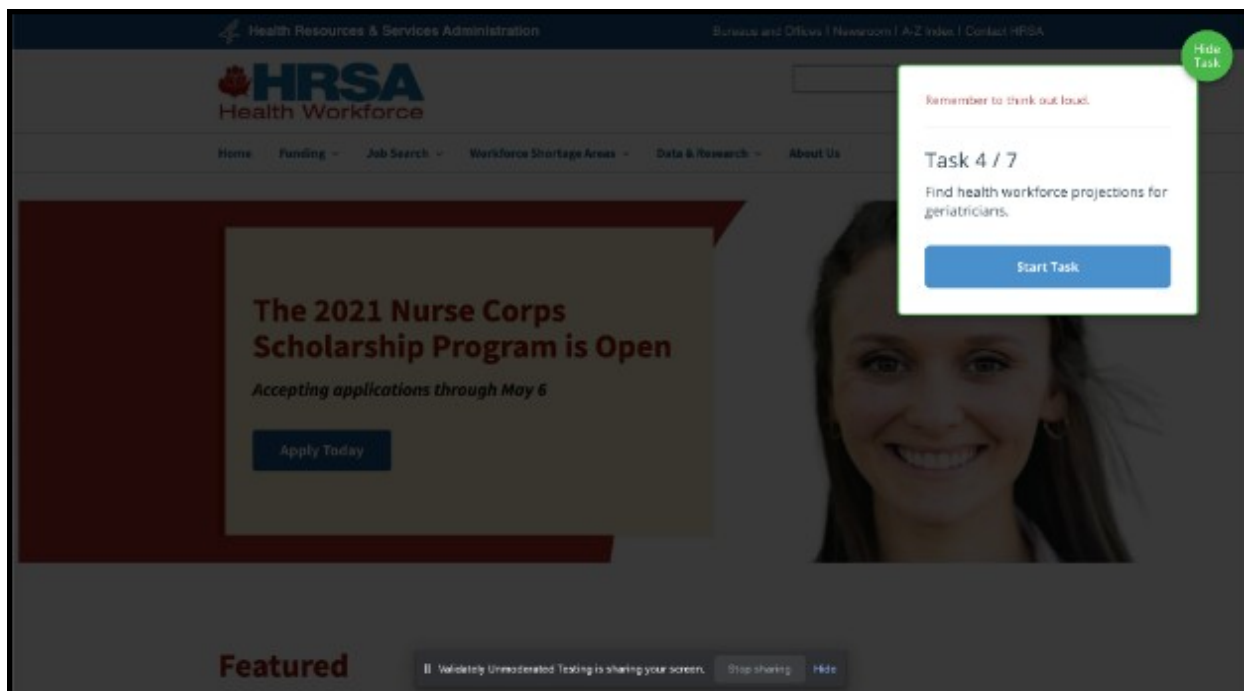
Screenshot 20: Task 2 Complete



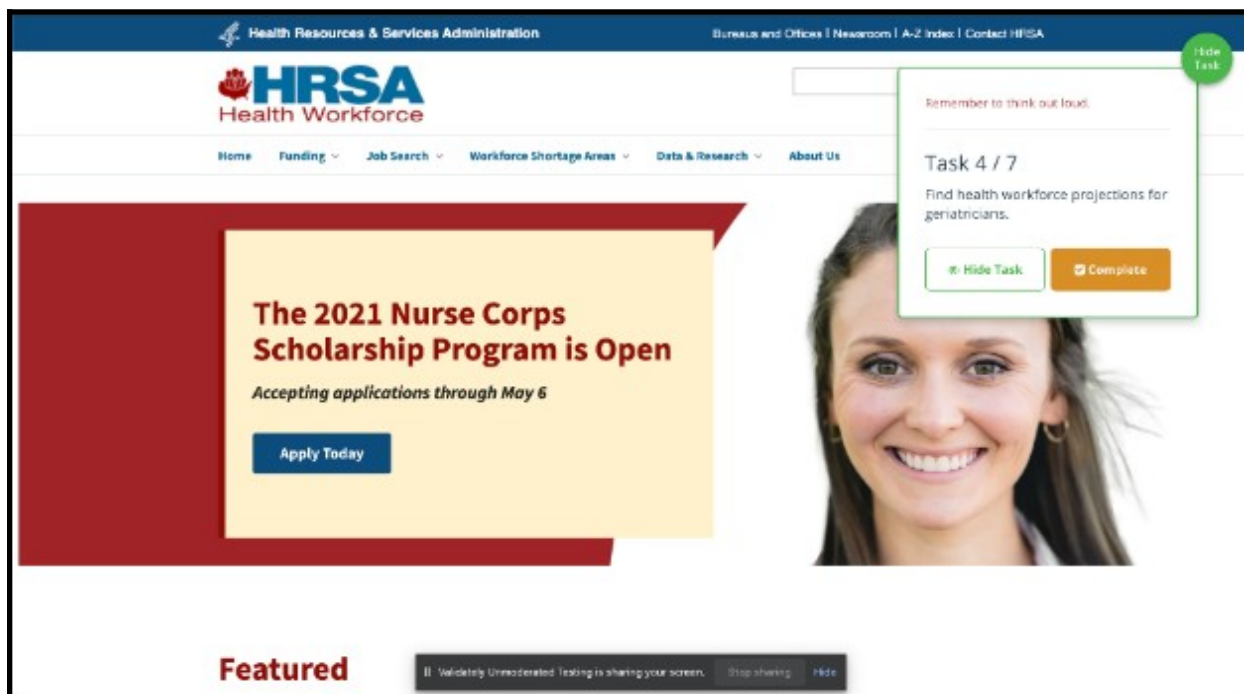
Screenshot 21: Task 3 Start



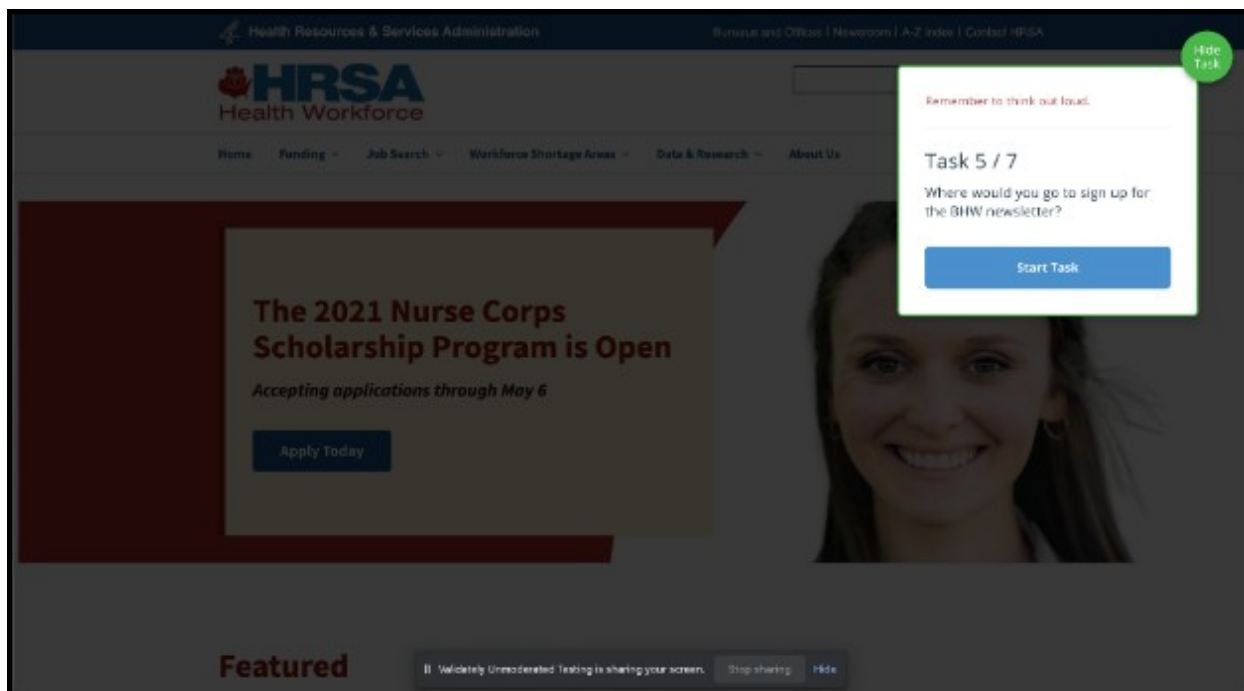
Screenshot 22: Task 3 Complete



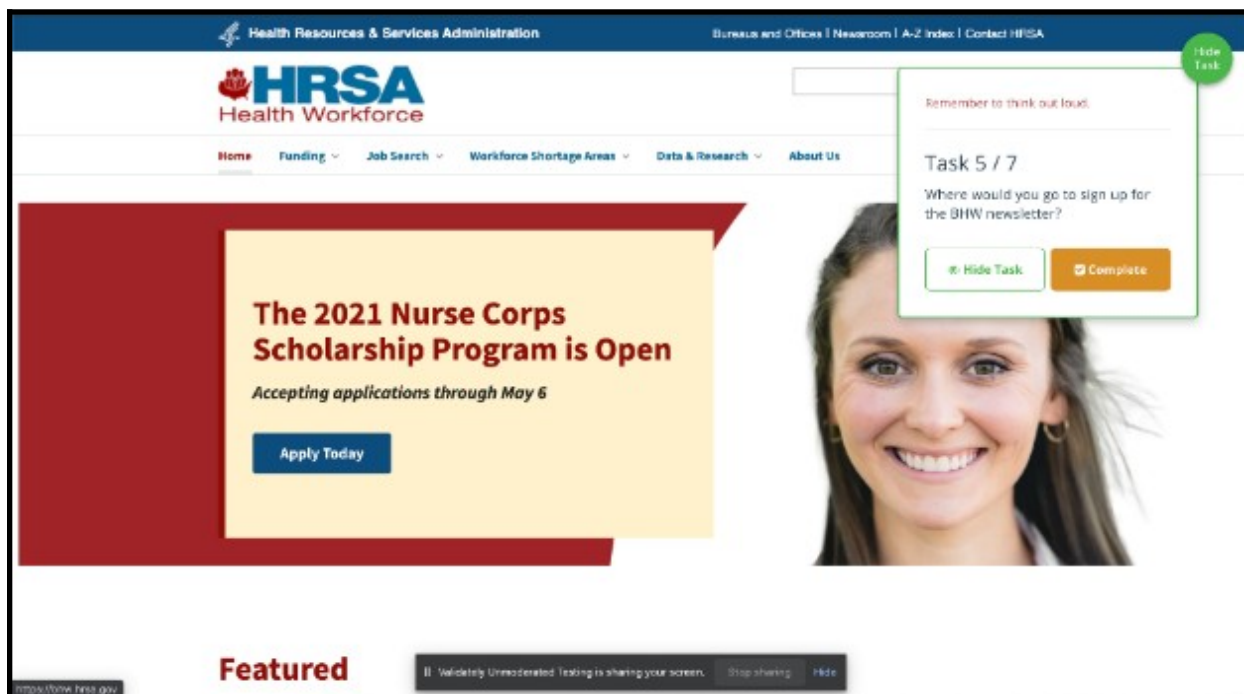
Screenshot 23: Task 4 Start



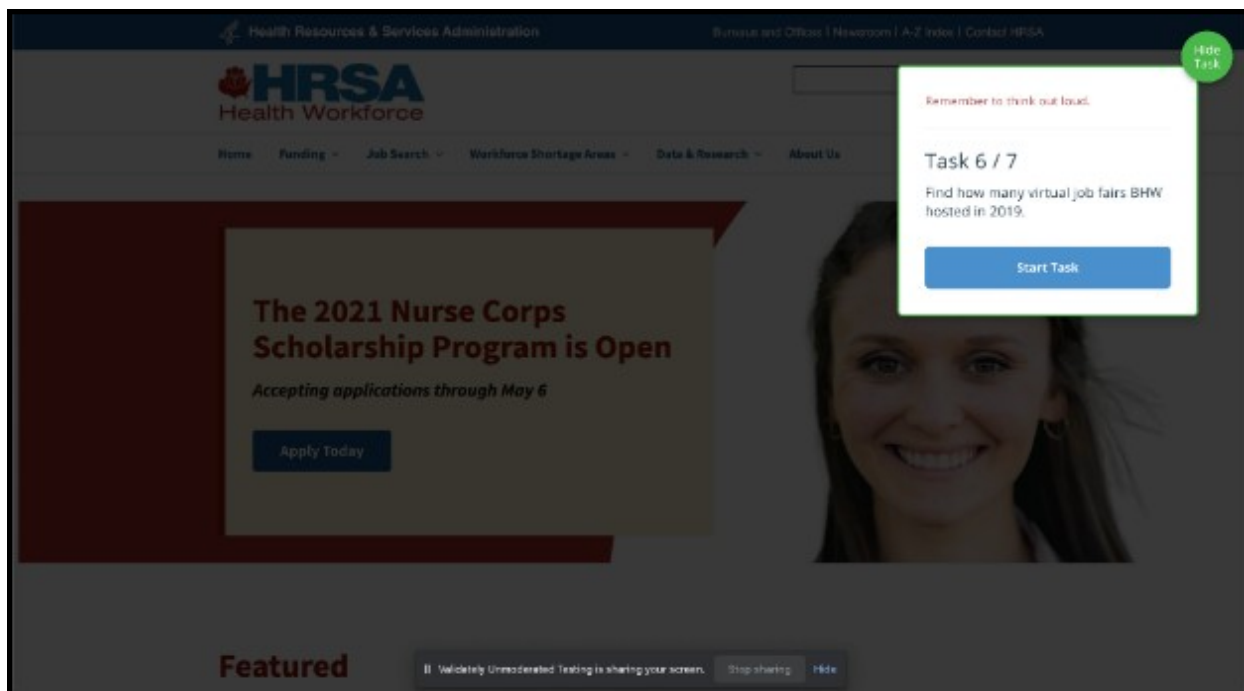
Screenshot 24: Task 4 Complete



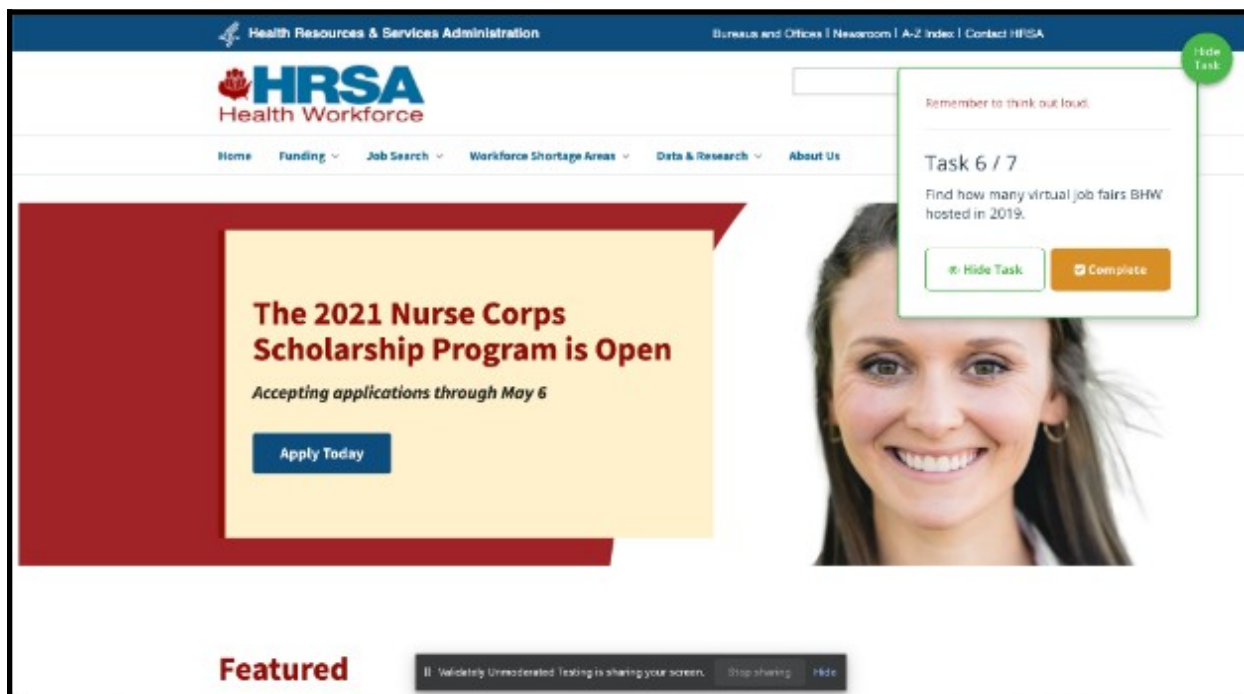
Screenshot 25: Task 5 Start



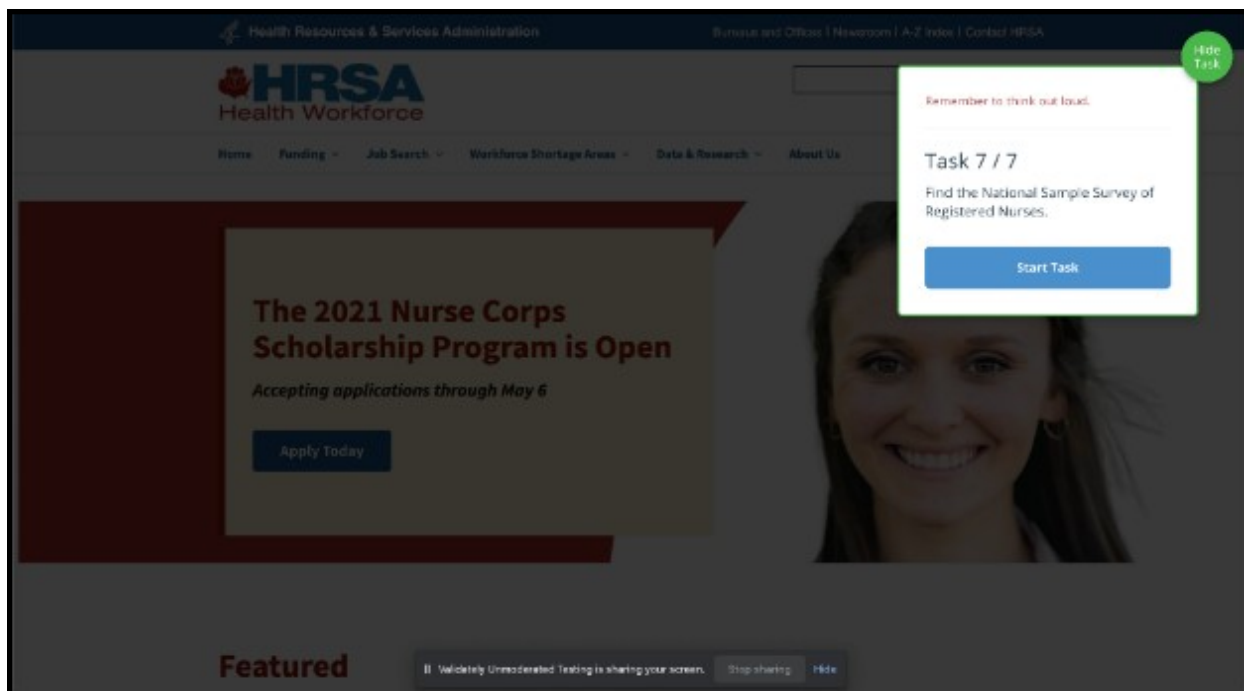
Screenshot 26: Task 5 Complete



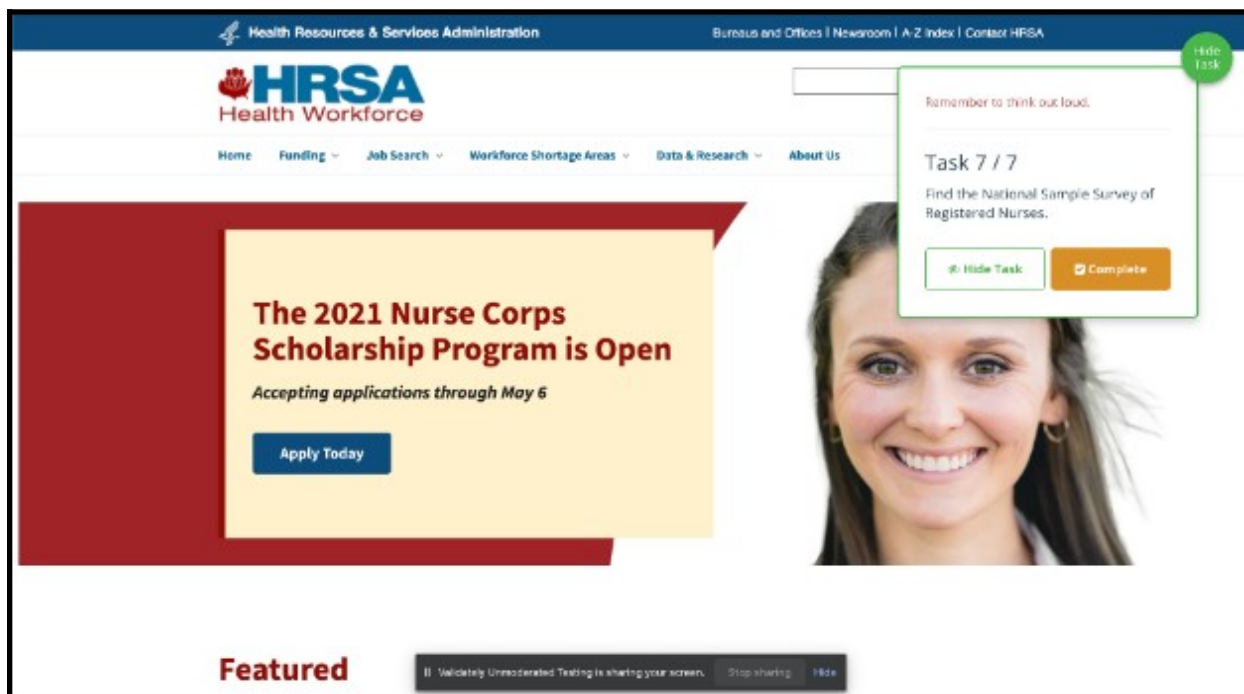
Screenshot 27: Task 6 Start



Screenshot 28: Task 6 Complete



Screenshot 29: Task 7 Start



Screenshot 30: Task 7 Complete

A screenshot of a survey question displayed on a laptop screen. The background is a blurred image of a desk with a laptop and papers. The survey is presented in a white modal box. At the top, it says "Question 1". Below that, the text reads: "On a scale of 1 to 5, 1 being difficult and 5 being easy, how would you rate your experience finding the information? Why?". There is a large, empty rectangular text input field. Below the input field is a blue button labeled "Next". At the bottom of the screen, outside the modal box, there is a small dark bar with the text "II. Validately Unmoderated: Testing is sharing your screen." and two buttons: "Stop sharing" and "Hide".

Question 1

On a scale of 1 to 5, 1 being difficult and 5 being easy, how would you rate your experience finding the information? Why?

Next

II. Validately Unmoderated: Testing is sharing your screen. Stop sharing Hide

Screenshot 31: Post-Test Question 1

A screenshot of a survey question displayed on a laptop screen. The background is a blurred image of a desk with a laptop and papers. The survey is presented in a white modal box. At the top, it says "Question 2". Below that, the text reads: "What did you like most about your experience on the site today?". There is a large, empty rectangular text input field. Below the input field is a blue button labeled "Next". Below the "Next" button is a link labeled "Back". At the bottom of the screen, outside the modal box, there is a small dark bar with the text "II. Validately Unmoderated: Testing is sharing your screen." and two buttons: "Stop sharing" and "Hide".

Question 2

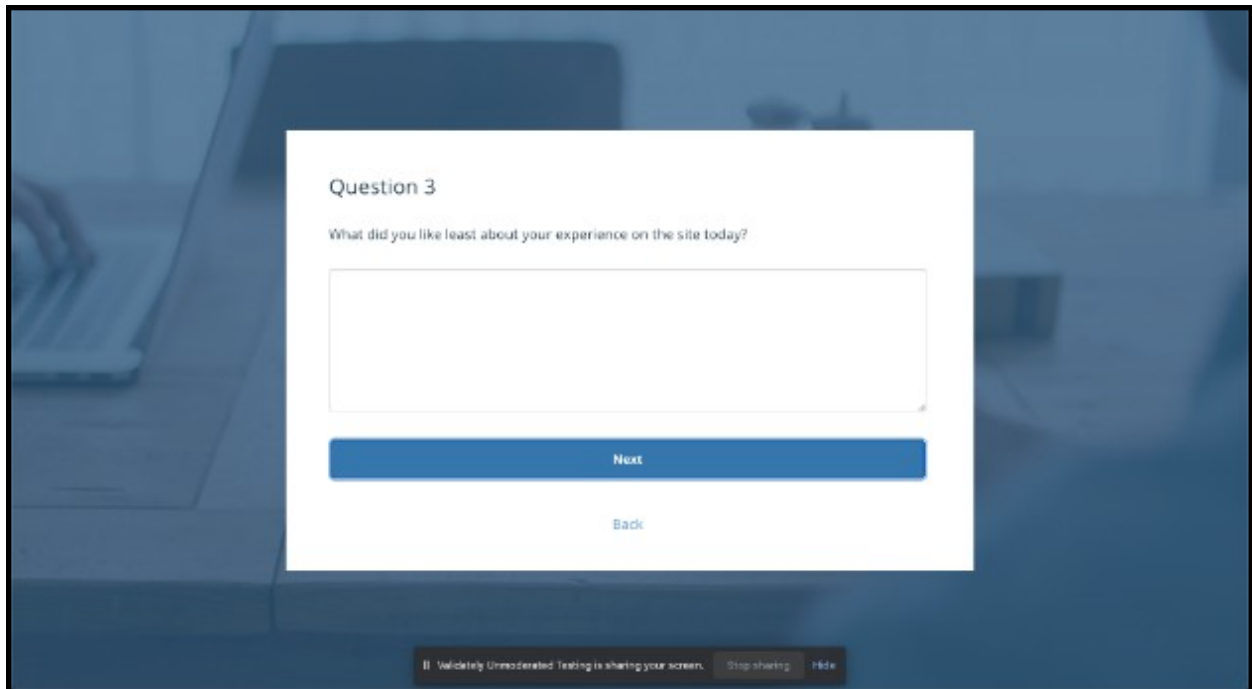
What did you like most about your experience on the site today?

Next

Back

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Screenshot 32: Post-Test Question 2



Question 3

What did you like least about your experience on the site today?

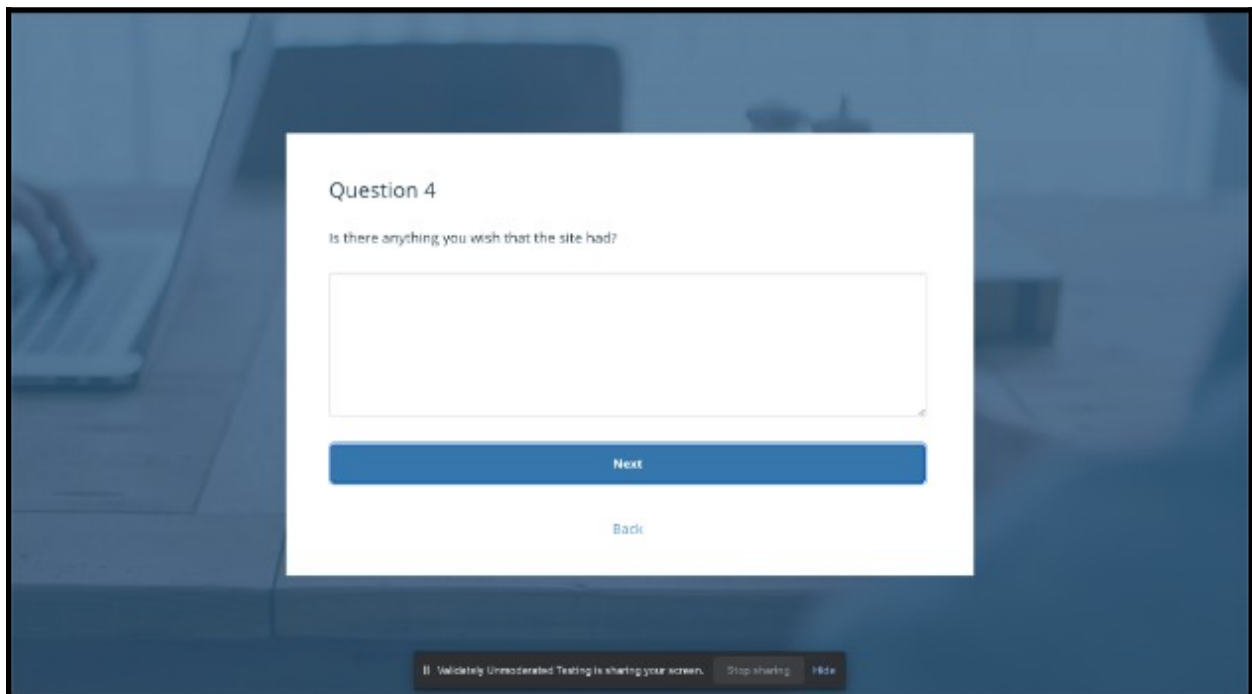
Next

Back

|| Wellstate Unmoderated Testing is sharing your screen. Stop sharing Hide

This screenshot shows a survey question titled "Question 3" with the prompt "What did you like least about your experience on the site today?". Below the text is a large, empty rectangular text input field. At the bottom of the question card are two buttons: a prominent blue "Next" button and a smaller, lighter blue "Back" button. The entire survey interface is centered on a blurred background of a laptop and a person's hands. At the very bottom of the screen, a dark status bar contains the text "|| Wellstate Unmoderated Testing is sharing your screen." followed by "Stop sharing" and "Hide" buttons.

Screenshot 33: Post-Test Question 3



Question 4

Is there anything you wish that the site had?

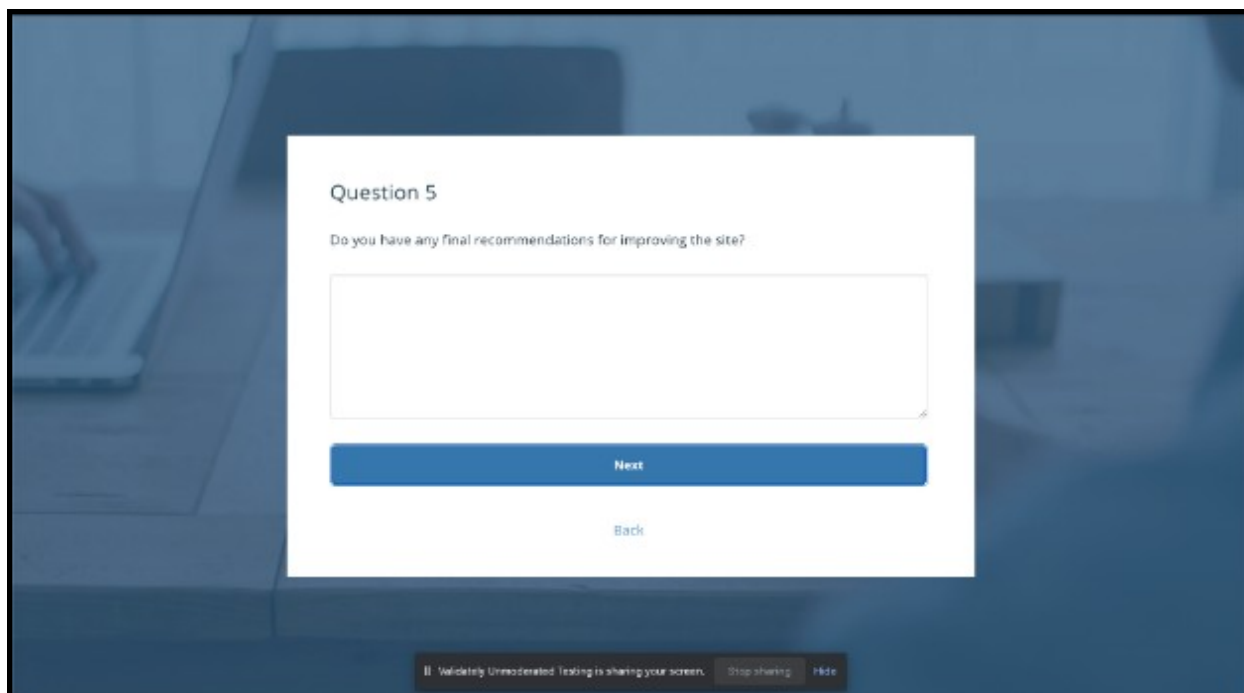
Next

Back

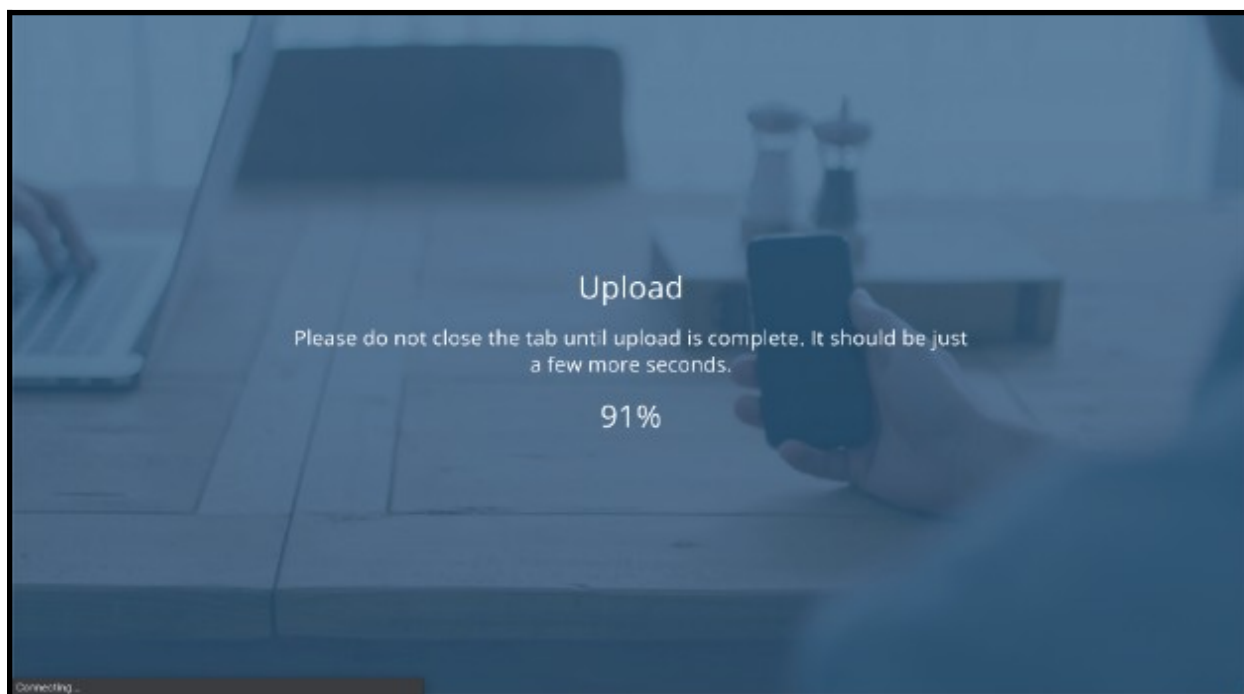
|| Wellstate Unmoderated Testing is sharing your screen. Stop sharing Hide

This screenshot shows a survey question titled "Question 4" with the prompt "Is there anything you wish that the site had?". Below the text is a large, empty rectangular text input field. At the bottom of the question card are two buttons: a prominent blue "Next" button and a smaller, lighter blue "Back" button. The entire survey interface is centered on a blurred background of a laptop and a person's hands. At the very bottom of the screen, a dark status bar contains the text "|| Wellstate Unmoderated Testing is sharing your screen." followed by "Stop sharing" and "Hide" buttons.

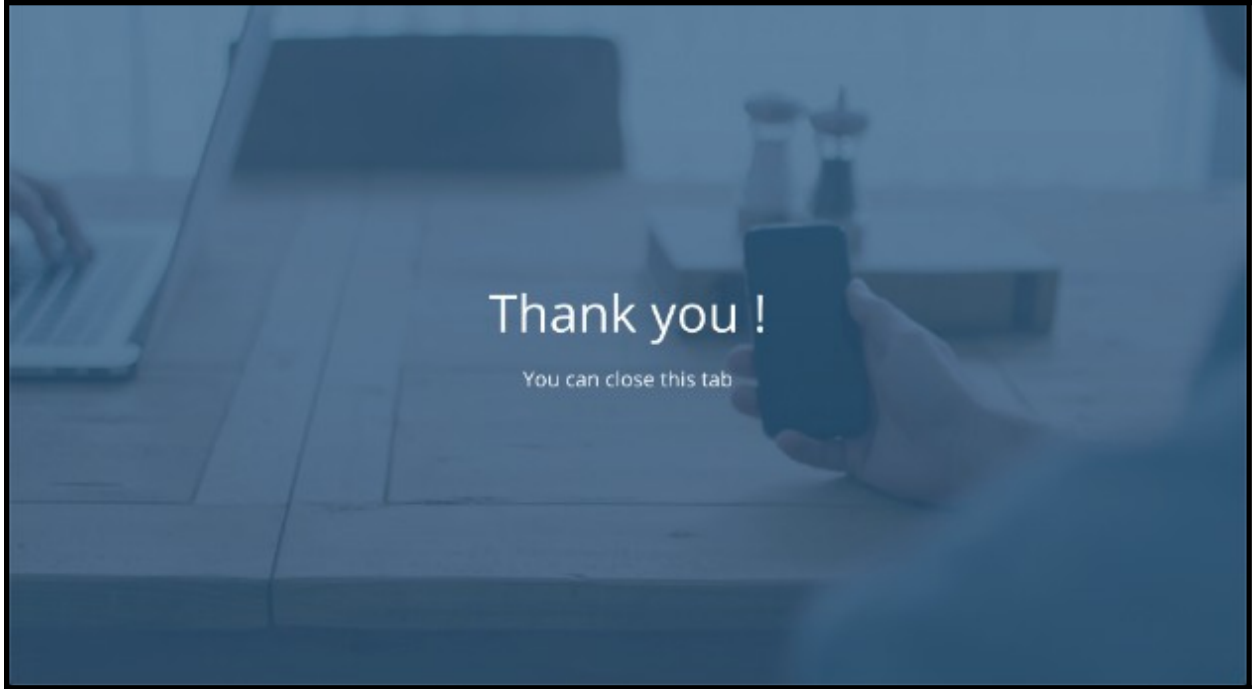
Screenshot 34: Post-Test Question 4



Screenshot 35: Post-Test Question 5



Screenshot 36: Post-Test Upload



Screenshot 37: Thank You Message