HRSA BHW Website:
Usability Test Plan

About

This usability test plan outlines our approach for conducting research for the Bureau of Health Workforce (BHW) website. This will inform website improvements for the BHW website. The test instrument, including text of the script and screenshots from the test tool, are included in a separate attached document.

Objectives

Primary
- Assess the audience's ability to navigate the site and access key information.
- Assess the ease of completing key tasks.
  - Locating reports and grant information
  - Determining who is eligible for a grant, loan, or scholarship
  - Locating health workforce research and data
  - Signing up for email updates

Secondary
- Determine whether the updated shortage designation language has improved reader comprehension of the topic.
- Assess the usability of the site on tablets and mobile phones.

Approach

- Sessions will last 15-20 minutes.
- Forum One will set up the tests on UserZoom, a usability testing tool that captures

video of the test participant's screen interactions.
- The tests will be unmoderated.
- The tests will be conducted on desktop, tablet and mobile.
- Forum One will create a detailed testing plan.
- HRSA will submit the plan and testing tool to OMB for approval.

Participants

- Test with up to 30 members of the health workforce. Focus on:
    - Prospective grantees
    - Current grantees
    - Researchers
    - Nurse Corps loan & scholarship recipients
    - Primary Care Organizations
    - Health center site POCs
    - School administrators
    - Prospective faculty grantees
- HRSA will recruit testing participants.