

U.S. Department of Health and Human Services

Analyzing the Usability of [HHS.gov/coronavirus](https://www.hhs.gov/coronavirus)

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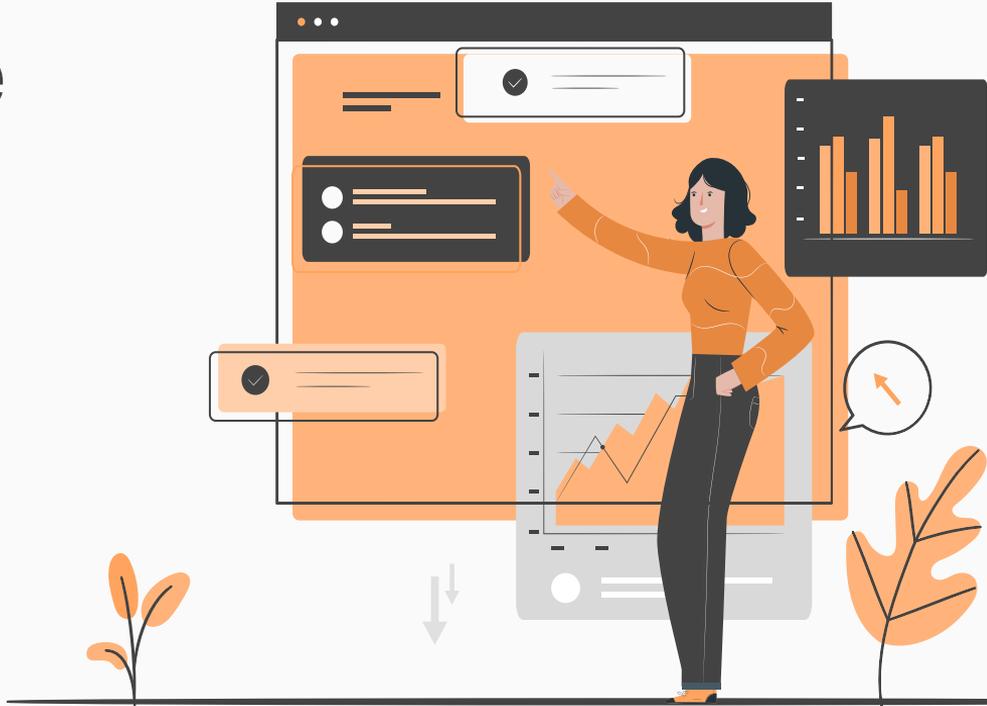
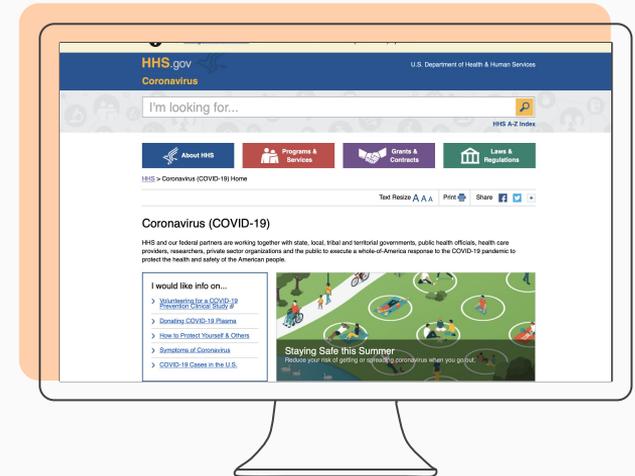


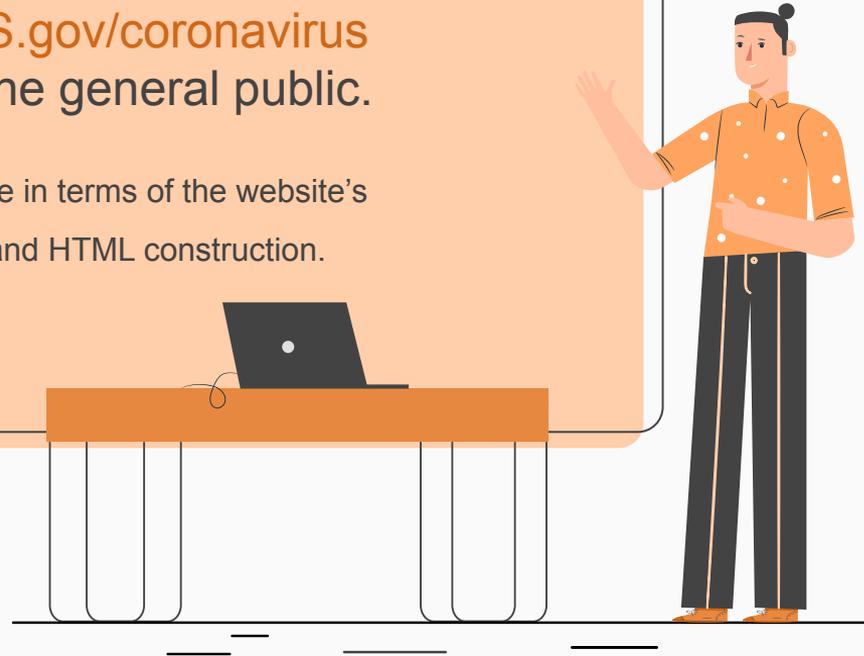
Table of Contents

1. Overview
2. Methodology
3. Findings
4. Recommendations
5. Conclusion



We evaluated [HHS.gov/coronavirus](https://www.hhs.gov/coronavirus)
for 6 members of the general public.

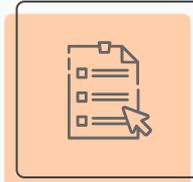
Improvements could be made in terms of the website's
visual design, findability, and HTML construction.



The following methods supported our research:

Usability Test

Trace participants' behaviors and metrics as they interact with the site.



Post-Task Questionnaire

Gauge participants' task difficulty rating.

SUS Evaluation

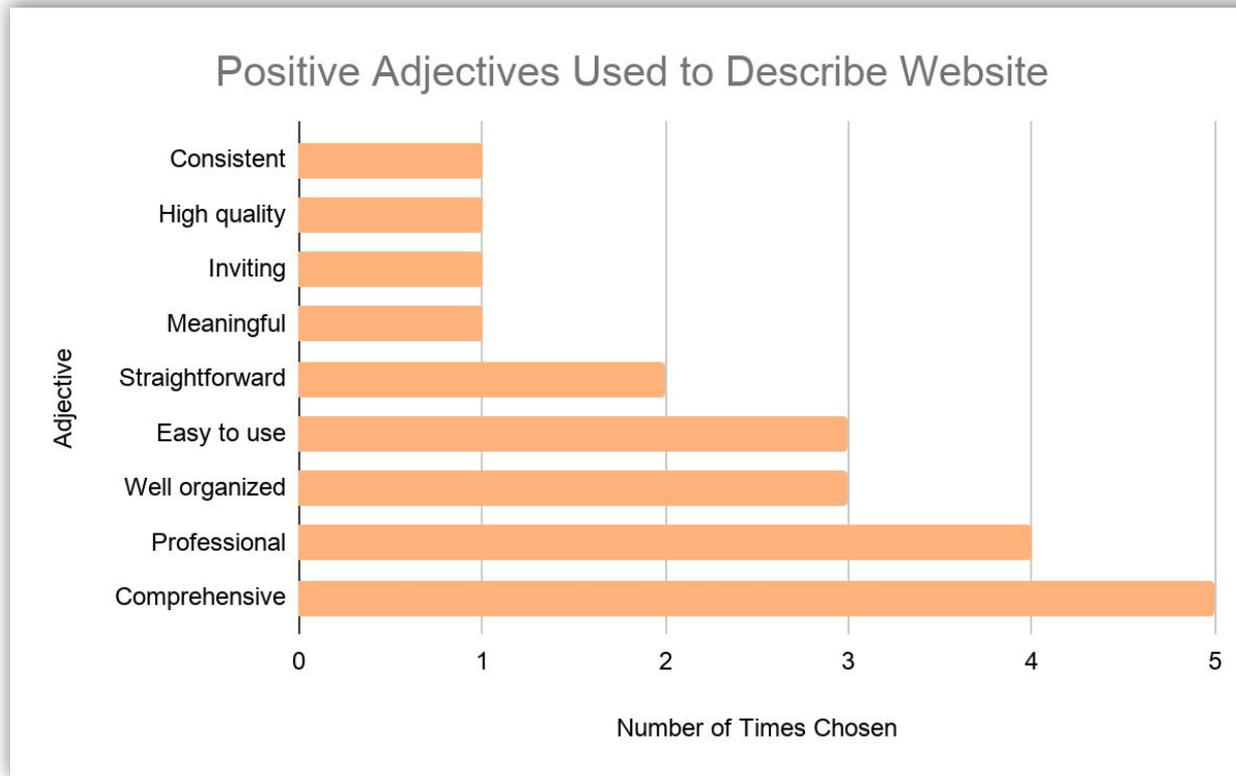
Determine site usability through quantitative means.



Reaction Cards

Discern summary of user's experience.

The majority of participants described HHS.gov/coronavirus favorably.



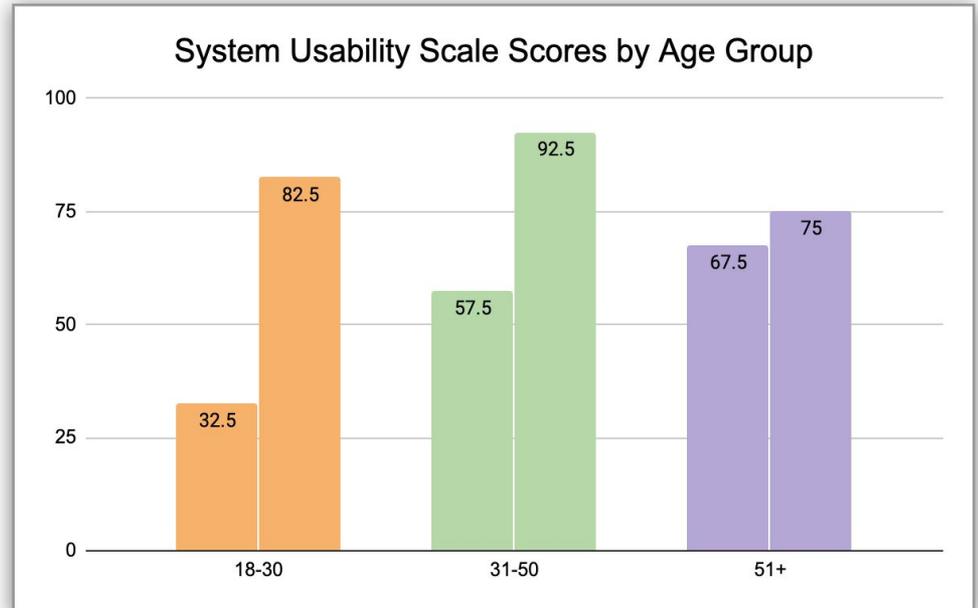
We identified six problems that frustrated users.



Category	Problem Identified	Number of Participants Affected	Level of Severity (highest being 1)
Visual Design	Readability	6/6	1
Visual Design	Microsite Perceptibility	6/6	2
Findability	Search Bar	3/6	3
Visual Design	Subsection Accessibility	4/6	4
Visual Design	Order of Information	6/6	5
HTML Construction	Irregular Page Movement	6/6	6

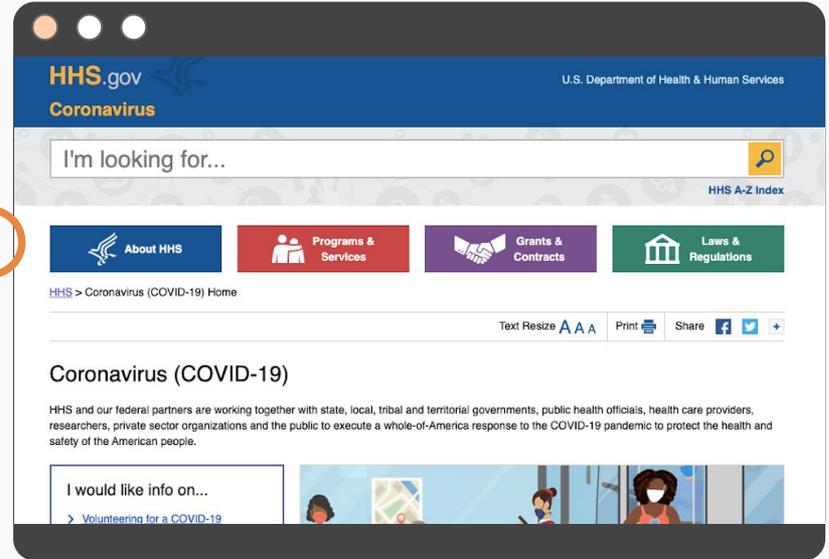
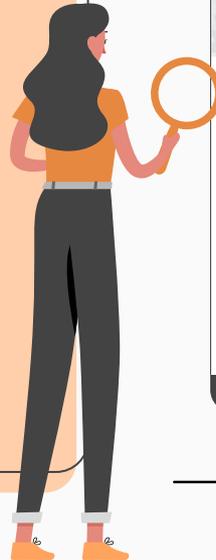
#1 Readability

There is a lot of small text on the website and users are not reading thoroughly.



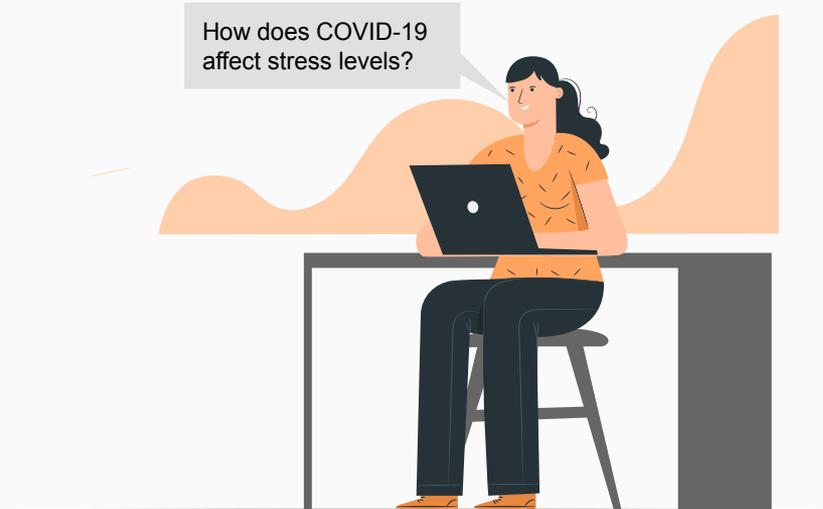
#2 Microsite Perceptibility

It is not apparent that
HHS.gov/coronavirus is
separate from HHS.gov.



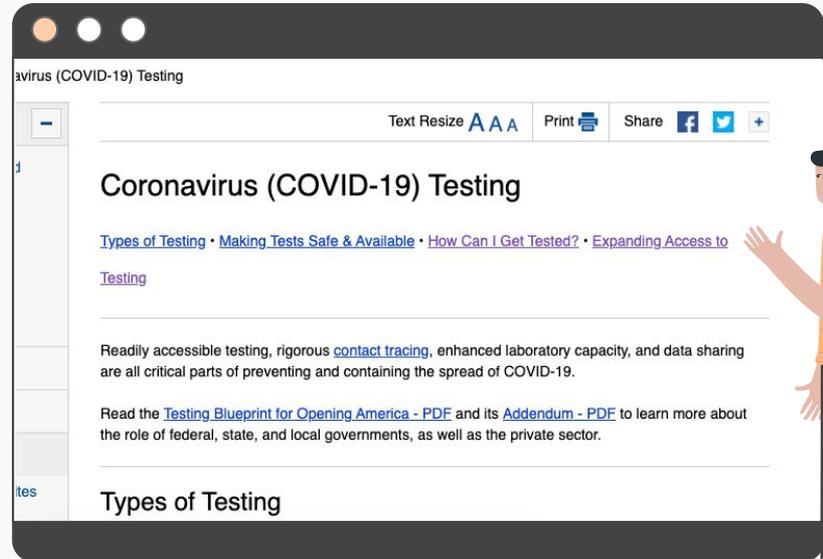
#3 Search Bar

Results from the search bar are confusing users and leading them to the wrong resources.



#4 Subsection Accessibility

The lack of subheading links at the top of each page makes it hard for users to find specific information.



#5 Order of Information

Some sections are arranged
in an illogical order.

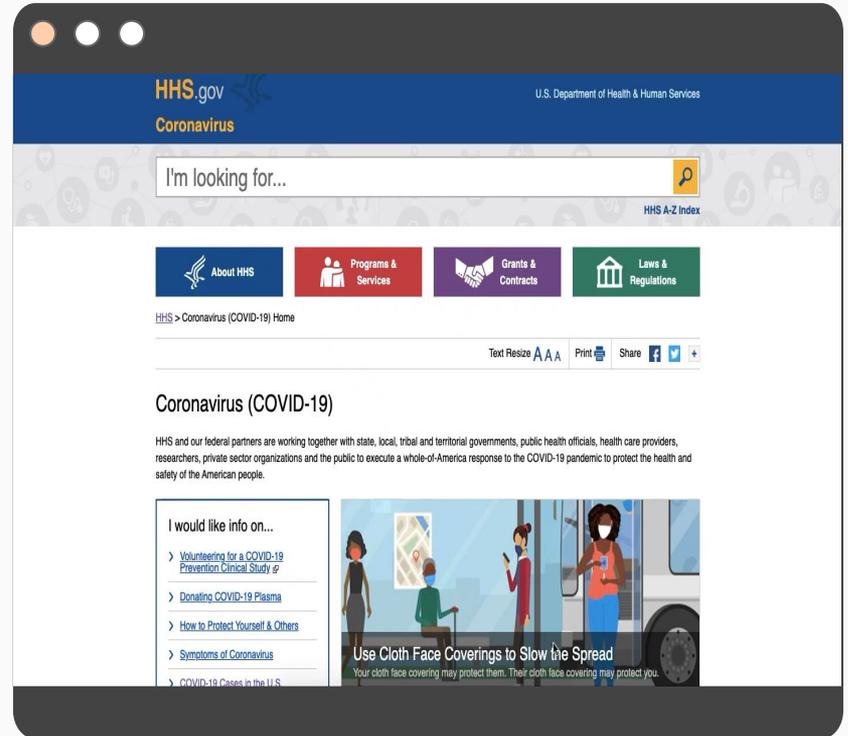
Task: Find if Medicare provides coverage for virtual services.

Participant	Success/Failure	Time
#1	Failure	3:40
#2	Failure	:32
#3	Failure	4:51
#4	Failure	2:27
#5	Failure	:11
#6	Failure	1:07
Averages	6/6 Failures	2:08

#6 Irregular Page Movement

The header causes the page
to jump when scrolling.

Click video on the right



We recommend the following:



#1

Make small text more concise and/or add more graphics.



#2

Emphasize the separation between HHS.gov and HHS.gov/coronavirus.



#3

Improve the search bar results.



#4

Add subheading links to the top of each page.



#5

Properly arrange the order of information on specific pages.



#6

Fix the irregular page movement caused by the header.

Make small text more concise and/or add more graphics.

Option #1

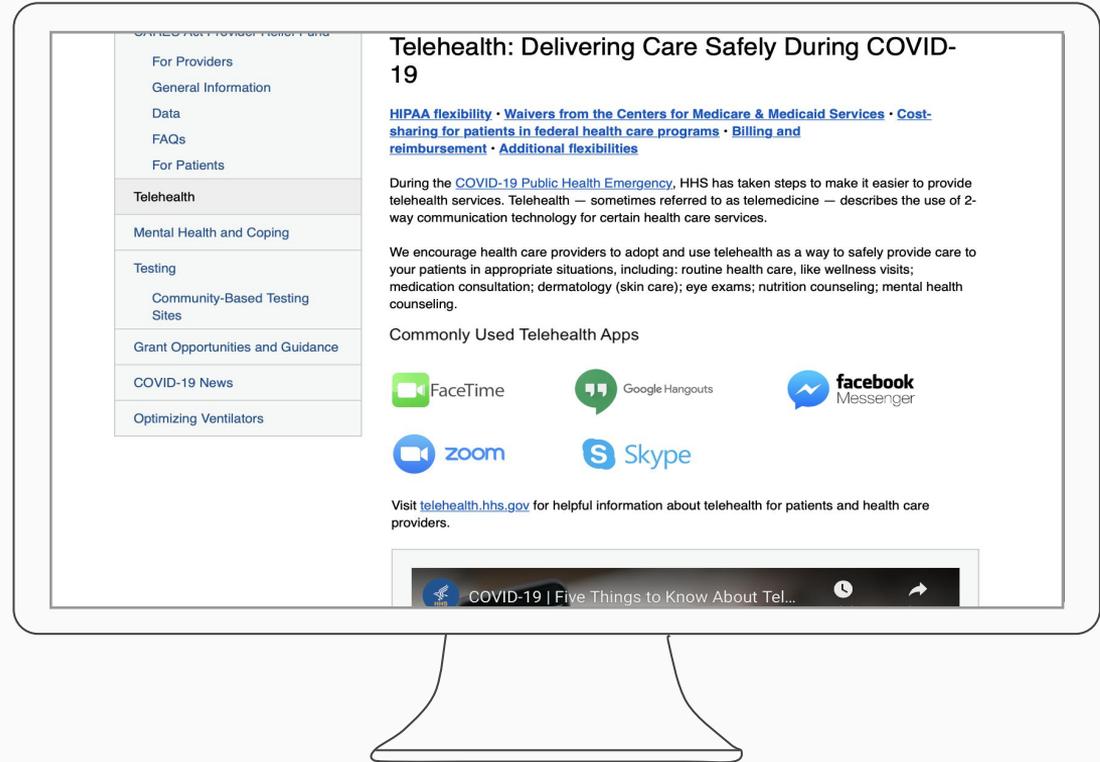
Reduce amount of text

Option #2

Replace text with graphics

Option #3

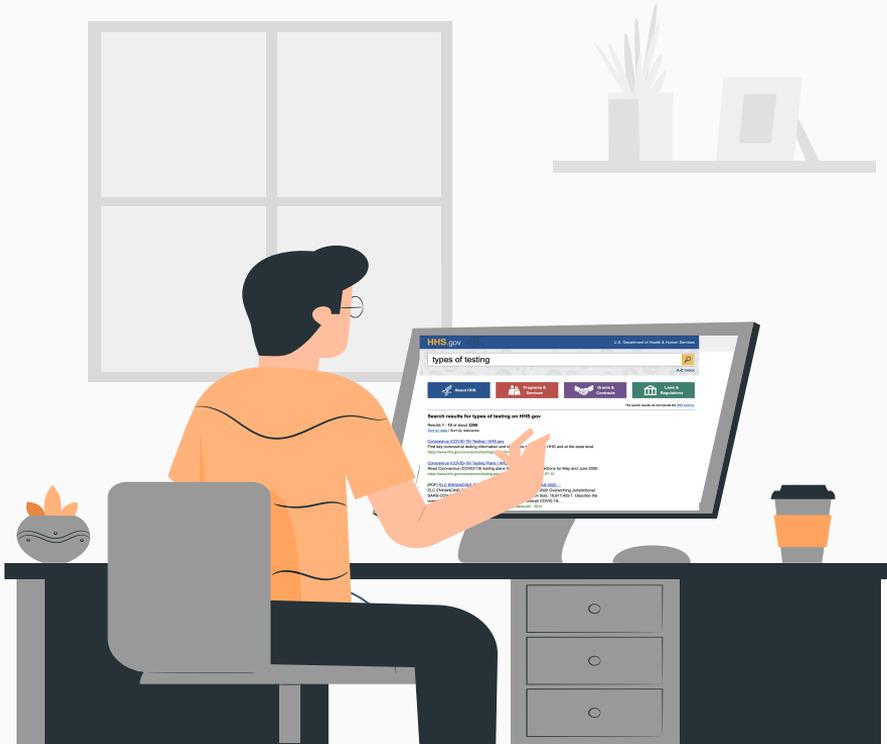
Combination of option 1 and 2



Emphasize the separation between HHS.gov and HHS.gov/coronavirus.

The screenshot shows the HHS.gov/Coronavirus website. At the top, there is a blue header with the text "HHS.gov/Coronavirus" and a "Return to U.S. Department of Health & Human Services (HHS.gov)" link. Below the header is a search bar with the placeholder text "I'm looking for..." and a magnifying glass icon. To the right of the search bar is a "HHS A-Z Index" link. Below the search bar, there is a breadcrumb trail: "HHS > Coronavirus (COVID-19) Home". To the right of the breadcrumb trail are links for "Text Resize" (with three 'A's of increasing size), "Print", and "Share" (with icons for Facebook, Twitter, and a plus sign). The main heading is "Coronavirus (COVID-19)". Below the heading is a paragraph: "HHS and our federal partners are working together with state, local, tribal and territorial governments, public health officials, health care providers, researchers, private sector organizations and the public to execute a whole-of-America response to the COVID-19 pandemic to protect the health and safety of the American people." Below this paragraph is a section titled "I would like info on..." with a list of links: "> [How to Protect Yourself & Others](#)", "> [Social Distancing](#)", "> [Cleaning & Disinfecting](#)", "> [Symptoms of Coronavirus](#)", and "> [COVID-19 Cases in the U.S.](#)". To the right of this list is a large illustration showing four people in a public space. One person is sitting on a bench, another is standing and talking on a phone, and two others are standing near a bus stop. The illustration includes the text "Use Cloth Face Coverings to Slow the Spread" and "Your cloth face covering may protect them. Their cloth face covering may protect you." Below the illustration are three buttons: "CARES Act Provider Relief Fund", "Testing", and "Telehealth".

Improve the search bar results.



Update search bar coding to be more inclusive

- Improves functionality
- Decreases frustration and irritation
- Speeds up searching

Add subheading links to the top of each page.

S > [Coronavirus Home](#) > Coronavirus (COVID-19) Testing

Coronavirus (COVID-19) Text Resize AAA Print Share f t +

CARES Act Provider Relief Fund

- For Providers
- General Information
- Data
- FAQs
- For Patients

Telehealth

Mental Health and Coping

Testing

- Community-Based Testing Sites

Grant Opportunities and Guidance

COVID-19 News

Optimizing Ventilators

Coronavirus (COVID-19) Testing



Types of Testing



Making Tests Safe & Available



How Can I Get Tested?



Expanding Access to Testing

Readily accessible testing, rigorous [contact tracing](#), enhanced laboratory capacity, and data sharing are all critical parts of preventing and containing the spread of COVID-19.

Read the [Testing Blueprint for Opening America - PDF](#) and its [Addendum - PDF](#) to learn more about the role of federal, state, and local governments, as well as the private sector.

Types of Testing

S > [Coronavirus Home](#) > Coronavirus (COVID-19) Testing

Coronavirus (COVID-19) Text Resize AAA Print Share f t +

CARES Act Provider Relief Fund

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At-Home Tests

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Types of Testing

Properly arrange the order of information on specific pages.

HHS.gov U.S. Department of Health & Human Services

Coronavirus

Billing and reimbursement for telehealth services

Private insurance

Check to see if the insurance plans you accept cover reimbursement for any telehealth services. Most health insurance plans cover at least some telehealth services.

- **FAQs:** [Telehealth and Private Health Insurance during COVID-19 - PDF](#)

Medicaid and Medicare

Medicaid covers some [telehealth services](#), but coverage differs from state to state.

Medicare provides coverage for telehealth under certain conditions, some of which are temporarily different during the COVID-19 pandemic.

- **Fact Sheet:** [Medicare and Telemedicine for Health Care Providers during COVID-19](#)

Telehealth waivers from the Centers for Medicare & Medicaid Services (CMS)

Temporary policy changes during the Coronavirus pandemic

CMS has issued temporary measures to make it easier for people enrolled in Medicare, Medicaid, and the Children's Health Insurance Program (CHIP) to receive medical care through telehealth services during the COVID-19 Public Health Emergency.

Some of these changes allow providers to:

HHS.gov U.S. Department of Health & Human Services

Coronavirus

Arizona	No-cost testing is available at select: <ul style="list-style-type: none">• CVS Health• Kroger (eTrueNorth)• Local independent pharmacies (Health Mart and eTrueNorth)• Walgreens• Walmart (eTrueNorth) For local testing information, visit the Arizona health department's website .
Arkansas	No-cost testing is available at select: <ul style="list-style-type: none">• Local independent pharmacies (Health Mart and eTrueNorth)• Walgreens• Walmart (Quest Diagnostics) For local testing information, visit the Arkansas health department's website .

Fix the irregular page movement caused by the header.



OPTION #1

Keep header visible only when the user is at the top of the page.



OPTION #2

Affix the header permanently to the top of the page.

The HHS should consider the following recommendations:

PROBLEM	RECOMMENDATION
Readability	Make small text more concise and/or add more graphics.
Microsite Perceptibility	Emphasize the separation between HHS.gov and HHS.gov/coronavirus.
Search Bar	Improve the search bar results.
Subsection Accessibility	Add subheading links to the top of each page.
Order of Information	Properly arrange the order of information on specific pages.
Irregular Page Movement	Fix the irregular page movement caused by the header.

