HRSA EHBS USABILITY ENHANCEMENTS
PRESENTATION TO GRANTEES – APRIL 2017
Agenda

- Grantee Survey Feedback
- User Navigation Analysis
- EHBs User Friendliness Improvement Areas
- Overview of EHBs Usability Enhancements
- Impact on TVIS & BRS Systems
- Q&A
Qualitative analysis of User Satisfaction Data conducted in FY 2015

Note: Based on the 1500+ user feedback received on EHBs from Grantees

Word cloud graphic was created using Tagul Website
Quantitate Analysis - Navigation from top highly accessed pages from EHBs Home

EHB Grantees Home

Tasks Tab
- 542K (36% views came from Recently Accessed and Favorites)
  - Submission Status
  - Submissions
  - UDS Status
  - Application Status
  - BPHM Status Page

Grants Tab
- 197K (40% views came from Recently Accessed and Favorites)
  - Add Grant to Portfolio
  - Users Profile
  - Grants Folder
  - Awards History
  - Funding Opportunities

Top 5 Pages from Tasks Tab

Top 5 Pages from Grants Tab
EHBs User Friendliness Improvement Areas

**Efficiency**
- Navigation
- Global Search
- Breadcrumbs
- Pending Tasks
- Manage Favorites

**Support**
- Getting Started
- Screen Sharing
- Smart Assist
- EHB Knowledge Base
- FAQs
- Help Videos

**Satisfaction**
- Grantee Feedback
- Usability Reports

**Effectiveness**
- Auto Save
- Homepage

EHBs User Friendliness framework based on ISO 9241-11
Overview of EHBs Usability Enhancements

• **Top Navigation Panel**
  – Additional Navigation Resources

• **Home Page**
  • My Tasks
  • Help
  • Smart Assist (coming in June)
  • Favorites
  • Tracking
  • Recently Accessed

– **Contact Us**

– **Getting Started**
EHBs Usability Enhancements – Top Navigation

The top navigation panel is enhanced and updated to have a fly-out menu. This menu will contain shortcuts to the most commonly used features under each main navigation tab. You can hover each tab to see the fly-out menu and navigation links.

New Tab – Resources.
EHBs Usability Enhancements – Additional Navigation Resources

Additional information, such as FAQs, related to the menu link will be provided in a pop-over window that is displayed when you hover over an “i” icon next to them.
The EHBs Home Page will be redesigned and modified to improve user experience. The Home Page will contain widgets to help you navigate to tasks, view help videos, pin favorites to the Home Page for quick access, track submitted items, and navigate to recently accessed items.
The EHBs Home Page will display task-related information. It will show the following information:

- Total number of tasks (All)
- Total number of late tasks
- Number of tasks that are due within 30 days

You will also be able to click on the task numbers to navigate to the pending task page.
The Help section will allow users to view training videos related to EHBs right from the Home Page. Users will be able to browse available videos by clicking on “View All Videos”.

The HRSA Contacts link will navigate to a page where users can view HRSA Contact Center information, Project Officers (POs) and Grants Management Specialists (GMSs) for all grants in user’s portfolio.

The FAQs link will display useful EHBs questions and answers.
The Favorites widget on the EHBs Home Page will allow users to quickly navigate to EHBs pages they use most often, such as Organization and Grant Folders, etc.

For user’s convenience, favorites will be color-coded based on page type.

It will be possible to pin and un-pin the favorites from the Home page. This will be done by clicking on the pin icon displayed on the top right corner of each favorite block.
The **Tracking** widget displays status of user’s six most recently submitted items. Users can track applications, prior approvals, CIS requests, and submissions right from their EHBs Home Page now.

<table>
<thead>
<tr>
<th>Submitted Tasks</th>
<th>Submitted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Submissions - Change of Scope Specific Terms</td>
<td>12/07/2016</td>
<td>PROCESSED</td>
</tr>
<tr>
<td>Add a New Service Site to Scope</td>
<td>08/05/2016</td>
<td>APPROVED</td>
</tr>
<tr>
<td>Grant Application - Delivery System Health Information Investment Supplemental Funding (HRSA-16-191)</td>
<td>07/15/2016</td>
<td>AWARD DETERMINATION</td>
</tr>
<tr>
<td>Other Submissions - Change of Scope Specific Terms</td>
<td>06/17/2016</td>
<td>PROCESSED</td>
</tr>
<tr>
<td>Delete an Existing Service Site from Scope</td>
<td>05/20/2016</td>
<td>APPROVED</td>
</tr>
<tr>
<td>Grant Application - Oral Health Service Expansion (HRSA-16-076)</td>
<td>01/28/2016</td>
<td>APPLICATION RECEIPT</td>
</tr>
</tbody>
</table>
Each item type under tracking has a different icon to differentiate between them.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Tracking Item Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>📝</td>
<td>Application</td>
</tr>
<tr>
<td>✅</td>
<td>Prior Approval</td>
</tr>
<tr>
<td>🌡</td>
<td>Submission</td>
</tr>
<tr>
<td>🕗</td>
<td>CIS Request</td>
</tr>
</tbody>
</table>

Items in the widget are color coded. Users will easily differentiate items that have been approved or accepted, with items that have been change requested, or rejected.
The Recently Accessed Home Page widget will allow users to navigate to tasks and areas in EHBs they recently worked on, or started but did not complete.

Items in this list will be added automatically as users work in EHBs. Item types will have different icons for easier identification.
EHBs Home Page – Coming Soon

• Smart Assist
  – Users will be able to get assistance with the most common EHBs questions without reaching out to the Contact Center.
  – Smart Assist will troubleshoot and provide guidance on steps needed to start a given process. Examples – registration, grant privileges.
  – Smart Assist will navigate the user to the first step in the process.

• Google-like search within EHBs
Contact Us

Updates on the Contact Us page will include *Grant Contacts* section. Users can view Project Officers and Grants Management Specialist contact information for all grants in their portfolio.

**Contact Center**

For navigation and system related issues

**Time**
8:00 a.m. to 8:00 p.m. Eastern Time (ET), Monday through Friday

**Phone**
877-Go4-HRSA/877-464-4772

**Link to contact us**
[click here]

**Grant Contacts**

For program related questions contact the PO
For grants administration questions contact the GMS

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Grant Number</th>
<th>Project Officer (PO)</th>
<th>Grant Management Specialist (GMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEVADA HEALTH CENTERS, INC.,</td>
<td>H80CS00818</td>
<td>Carol James</td>
<td>Wil Smith</td>
</tr>
<tr>
<td>CARSON CITY, NV</td>
<td></td>
<td><a href="mailto:potestm@hrsa.gov">potestm@hrsa.gov</a></td>
<td><a href="mailto:gmstest@hrsa.gov">gmstest@hrsa.gov</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>301-123-4567</td>
<td>301-321-6543</td>
</tr>
</tbody>
</table>
Getting Started with HRSA EHBs

• The Getting Started page will be displayed when users:
  – log in for the first time
  – have not logged in for 90 days or more

• The intent of the Getting Started page will be to help users get everything organized to start working in EHBs.

• The Getting Started page can also be accessed by clicking on the Resources-> Getting Started with EHBs in the top navigation panel.
Program Specific System Impact (TVIS and BRS)

Applicable to: HAB, MCHB, and FORHP users when using TVIS and BRS systems. Top Navigation enhancements will not be available in the TVIS & BRS System pages. TVIS & BRS external users will use the updated Top Navigation while navigating to their program specific system – EHBs Home Page and Pending Task pages.
Questions?