

Check-In Pilot Feedback Capture for VETERANS

Hi, my name is [Name] and I'm a researcher for the VA.

I/we are here today to gather feedback on the new pre-check-in and check-in experience using your mobile device. **Do you mind if I ask you a few questions and possibly observe you completing check-in for your appointment?** It will help us continue to improve the experience for Veterans like yourself. This is completely voluntary.

☐ If “no”

That is ok. [Direct them to the poster to complete check-in.] **[End session.]**

☐ If “yes”

Thank you. I just want to let you know that if you want to stop at any point just let me know and we will.

Would you like to check-in for your appointment on your phone today?

☐ If “yes”

Great. **Before you check in, did you complete pre-check-in on your phone prior to your appointment today?** You might have received a text message with a link to the VA.org website to review your address, phone number and next of kin.

☐ If “yes,” ask 1) Pre-check-in Questions, and 2) Observing Veteran

☐ If “no”

Was there any particular reason why? _____

Then, go to the Observing Veteran section only

☐ If “no”

That is ok. **Did you complete pre-check-in on your phone prior to your appointment today?** You might have received a text message with a link to VA.org to review your address, phone number and next of kin.

☐ If “yes,” ask Pre-check-in Questions

☐ If “no”

Was there any particular reason why? _____

Thank you for helping us continue to improve the check-in experience. [Direct them to the front desk to check in.] **[End session.]**

Pre-check-in Questions

Were you able to complete the entire pre-check-in process from your phone? If not, what was difficult to complete?

Do you remember receiving any error messages while completing pre-check-in? If so, what was the reason for the error?

When did you start or complete pre-check-in? Did you start or complete it when you received the text message? Or did you complete it later?

Where were you when you completed pre-check-in? (E.g., at home, at your workplace, etc.)

On a scale from 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely is it that you'd recommend the pre-check-in to another Veteran? _____

What did you like and/or dislike about pre-check-in?

Do you think completing pre-check-in will change anything about your check in today? If so, what or how?

[If they're checking in on their phone today, continue to the Observing Veteran section. If they're not, thank them and direct them to the front desk to check in and end the session.]

Observing Veteran

Direct them to the poster to complete check-in. Then, observe the Veteran.

| Question | Y/N | Notes |
|--|-----|-------|
| Did they understand the low vision poster or have questions? | | |

| | | |
|--|--|--|
| Did they use the QR code? If so, any issues? | | |
| How long did they have to wait to receive a text message response? | | |
| Did they make any changes to their information during check-in? If so, how easy or difficult was it to complete? | | |
| If the Veteran has multiple appointments scheduled, ask for their impressions on that page. | | |
| Did they complete check-in on their phone? If not, where did they get stuck and why? | | |
| Did they talk to the MSA/clerk during check-in? If so, why? | | |

Once check-in is complete, ask the following questions:

Was this your first time checking in with this mobile experience? _____

How secure did you feel the check-in process was? _____

Have you ever used a QR code before? If so, when was the last time? _____

On a scale from 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely is it that you'd recommend this experience to another Veteran? _____

Why did you choose that score? What are your overall impressions? _____

What would you call the experience you completed today if you had to give it a name?

What wording or name would you expect to see on the website or poster for this experience?
E.g., check-in, mobile check-in, check-in online, something else, no preference?

Closing:

Thank you for helping us to continue to improve the check-in experience. [Walk away.] **[End session.]**