# Conversation Guide: Harassment Reporting Landing Page & Poster

## Warm-up Questions - 5-15 minutes (depending on whether show poster)

*NOTE how to share URL: dictate / Zoom chat / email / text*

Let’s start with a question...

I'd like you to imagine that you or a friend went to a VA medical clinic today for a doctor's appointment, and on the way in, a person said something rude and made a sexual gesture that made you or your friend feel uncomfortable. You or your friend think more about what happened and decide to report it to hopefully prevent it from happening to other people. What do you think you or your friend would do? The only thing I can think right now is go to the person I am going to and tell her what happened. I do not know if there is a place that we would go to report that to. I do not know of another safe place to report

* *(don't / report it / talk with someone/police at VA / call 911 / google)*
* Can you tell me more about why?
* What do you think you or your friend would do next?
  + *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / In person / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

### For sighted participants

Say that while you were at VA, you saw a poster about reporting harassment, but you're no longer there. How would you find information about reporting harassment now?

* *(ask someone / google it? / VA.gov? / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

### For sighted participants on desktop

Now I'd like to show you a poster and get your feedback on it. *(share my screen with poster and give mouse control to participant so they can move around)*

* What are your initial impressions?
* *(Note especially any sentiments/feelings they express re safety, comfort, trust, confidentiality)*
* *(Pause to allow as much time as the participant wants to read/process the poster)*
* What do you think you or your friend would do next if you wanted to report the interaction I described earlier--a person said something rude to you and made a sexual gesture that made you feel uncomfortable?
  + *(call 911 / call 800 # / talk to patient advocate / police / building security / \_\_\_\_\_\_\_\_\_\_\_\_)*
* What other thoughts do you have about this poster?

### For participants using a screen reader

Say that while you were at VA, someone mentioned that you could report harassment, but you're no longer there. How would you find information about reporting harassment now? I guess the website, VA.gov

You sound a little unsure. Yes, I am not sure if they have it.

* *(ask someone / google it? / VA.gov? / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

What assistive technology are you using today? I guess it is the one with the magnifier that Microsoft has.

How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert? Intermediate

How long have you been using a screen reader? Maybe like a year [magnifier, not screen reader].

So, it is not going to be reading anything to you? No

Are you wearing headphones today? I'm asking so I will be able to hear your screen reader during the session.

* ***(if on desktop)*** Could you please share your audio with me on Zoom?
* ***(if on mobile)*** Would it be possible for you to take them off and use your computer or mobile audio?

## Start screen sharing

Are you OK continuing with the session? We can take a break if you want to.

I'm going to share with you a web page. While you're looking at it, I would like you to *talk aloud* as much as possible so that you share what you're thinking, what you're doing, what you like, what you dislike, and what you're unsure about.

I would like you to share your screen with me so I can watch you use the web page in your web browser. *(refer to Screen sharing instructions above, if needed)*

What kind of device are you using today? *(Phone / Computer)* I am on my laptop.

I'm going to (spell/put into the Zoom chat) a link for you to open (<https://staging.va.gov/hrt>). *(If asked, reassure that this is a legitimate link to what I want you to test.)*

Do you see the link? I will get the link first and then I will share.

**\*Technical issues\* \*Lost participant\***

**\*Participant returns on his phone\***

If you are on a phone, I will not show you what I was going to show you, will you be able to use your magnifier on your phone? What I can do is zoom in and move around to see what I need to see. Do you see my browser? \*Yes, I see your browser. \*

Would it be easier for me to read you the link? Yes, can you please read the link? \*https://staging.va.gov/hrt/\*

## Veteran Tasks

### Task 1: [Explore landing page] - 15 minutes

***(for everyone)*** Let's say that you found this page on VA.gov.

What are your initial impressions of this page? I am reading it. It is okay, I think the not comfortable giving name section should be expanded. Such as explain to the individual that their information will not be shared in the report. Also, there are some errors here. Instead of having to push the button to get to that, it should be on the outside.

Yes, so you wouldn’t want to have to push that you would want that to be out front. Yes, just due to fear of retaliation.

So, it seems like it is important information to know. *(Note especially any sentiments/feelings they express re safety, comfort, trust, confidentiality)*

* *(Pause to allow as much time as the participant wants to read/process the page)*

What do you think you or your friend would do next if they wanted to report the interaction I described earlier--a person said something rude and made a sexual gesture that made you or your friend feel uncomfortable?

* *(call 911 / call VA police / call 800 # / in person / call at a VA health facility / Vet Center / regional office / national cemetery / \_\_\_\_\_\_\_\_\_\_\_\_)*

What do you think will happen next?

What other thoughts do you have about this page? Report harassment in person? Is this just saying where I could report it in person if I am there at the health facility. It is confusing. Do I report to a different facility if I do not feel comfortable reporting it at the place that it occurred?

So, the question is if you could report it at a different location than where it occurred? Yes, that is what I am asking.

Is that what you think you can? Yes, that is what I think it is saying. I would hope that is true. From how I am reading it is that I can report it at any VA facility. I am sorry if this is a lot.

Do you have other thoughts? I am still reading. If you don’t want us to share you name needs to be out in the front, especially if you don’t feel like the VA is not going to keep your information confidential. The options are good, but people need to know right away they are protected. Does this include men, too? Yes, say a man harassed me?

What would you expect to be the case? I would expect it to be yes, but it is unclear because of the way it is written. If harassment continues while we are still conducting the report, I mean if that is the law that is the law. Is it completely different if you are a VA employee than if you are just a Veteran? \*Could you find that with what you are looking at? What are your thoughts? \* I would say I do not know. The PDF did not pop up. \*Are you a VA employee? \* No, I just work for the government. I just know people do not report because people are afraid of retaliation. Should I look under these links? \*You can look at it, but I do not think you need to click on the links. \* Is discrimination and harassment different in this case? \*What do you think? \* I think the way you guys have it they are the same, but they are different. If you discrimination against me, I could make a phone call and they may direct me to this link. I think they should be together because if you are discriminating against me, you are also harassing me.

What would you do if you or your friend were being harassed, and seeing what you have just seen? I would either call a number or I would personally go to the Vet Center to report it because although they all work together, they are a separate facility. Plus, the VA center may be more convenient to my home rather than going to the VA facility.

Your preference is to go to a Vet Center? Yes

Which would you be more likely to report first 1-800 number or in person? 1-800 number

Are you concerned with retaliation when calling into 1-800 number? No because it is a national wide number.

So, you are scared of retaliation if you reported at your facility? Yes, because they could work there, could have a mental illness that could still be going to that facility.

You said you would call, but you also said you were comfortable reporting at a Vet Center. Which situation would make you want to go to the Vet Center to report? It is just convenient to my house.

Would you do that rather than calling? Calling is easiest. The only thing in calling is that if they missed a step while reporting rather than if you are reporting in person, you can see them filling out the paperwork in front of you.

With a name you can follow up with them. Yes, I could go to the Vet Center and say, “Hey I talk to Mr. Jones,” rather than if you call you don’t know who I talked to. If it happened to me, I personally would walk to the Vet Center and they can take the application, but if they could not do that there then I would call.

So, you would go there first than calling the 1-800 number? Yes.

Say you reported this, what do you think would happen next? They would investigate, hopefully give me a timeline, and hopefully give me the outcome of the investigate.

You said hopefully, can you tell me more of what you mean? I said hopefully because hopefully just so I know how long it would take for them to handle the situation. I have a life, and it happened at a VA health facility. I can always go to another facility.

I have a higher level question, are you using a magnifying feature on your phone? I can zoom in and out, but it is not like my laptop. I am holding my phone close to my face.

* Feedback on the information in it?
* Feedback on how the information is organized?

## Post-Task Interview - 15 minutes

*Type into #feedback-backchannel: "Any questions you want me to ask?"*

What thoughts do you have about what you've reviewed today?

* What was *helpful* about what you've reviewed today? That there is a page you can go to that you can report harassment that I did not know about. Is this in production? \*Yes, this is in production. \*
* What was *not* helpful about what you've reviewed today? The confidential part of it. The biggest reason people do not report is the fear of retaliation.
* What would you like to *change* about what you've reviewed today? Mainly that and put the discrimination in the bulk of this.

We would like the harassment reporting resources to meet the needs of ALL Veterans who may have been harassed at a VA site. If you've ever experienced any type of harassment at VA, and are willing to share, we would like to know a little more about your experiences. I'm not asking for details, and I don't want you to re-live these difficult experiences. Your feedback today has been valuable, even if you decide to not answer the questions I'm about to ask. If you share anything about your experiences or someone else's with me, what you say will remain confidential. Are you comfortable if I ask a few more questions? I am okay.

* Have you or anyone you know ever been made to feel uncomfortable by someone else at VA while applying for, using, or communicating about your VA benefits or health care? This could be in person, over the phone, or in an email or text message. And it could be a range of things, like someone whistling or making sexual comments, making negative comments about gender, race, ethnicity, or sexual orientation, giving unwanted attention, or making inappropriate gestures. You don't need to share any details, you can stop at any time, or you could skip this question. *(yes / no / decline to answer)* I am going to say no.
* If you or your friend was harassed, was it reported? *(no / yes)*
* If so, *how* was it reported? *(phone call / in person / \_\_\_\_\_\_\_\_\_\_\_)*
* If it wasn't reported, what were the barriers to reporting it?

How would you prefer to report any future harassment? *(phone call / in person / online somehow / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)* I can only choose one, right? \*You could pick more than\* I would say phone call. Depending on distance I would say Vet Center, besides that a phone call.

*(If they share anything about a harassment experience, say...)*

* I am sorry you (or your friend) had this experience. We appreciate you sharing this with us. Your story will inform how we provide resources to help Veterans in the future.
* If you (or your friend) want to report your experience with harassment, that can be done in person at a VA site or by calling the VA Inspector General Hotline at 800-488-8244.

Is there anything else that we haven't talked about that you think I should know? No.

## Thank You and Closing - 5 minutes

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on providing resources for reporting harassment. We're hoping that by providing such resources, we can make VA safer for everyone.

I'm going to stop the recording now. *(STOP recording)*

Before we end this session, are there any questions or concerns that you wanted to express? No.

Thank you so much again!

*(if this session didn't appear to trigger a traumatic response)* And I hope you enjoy the rest of your day!