# 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? Immediately say something to the person who said something then report it. I would go to patient advocate person or the VA police.

*(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?

What information would you look up online?

* *(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?
* How would you get in contact with patient advocate?
* Which number would you call?
* If you were still at the facility, how would you decide how to report it? If I was at the VA I would either tell the police or talk to the front desk before calling the 800 number.
  + *(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? Go to the certain VA’s website and it should list a patient advocate’s number so I can call them and report it.

Have you ever looked for that information and was able to find it? Yes, if I am working with someone who would need that information.

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

What assistive technology are you using today? Voiceover on a MAC.

How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert? I would say advanced. I went to blind rehabilitation school. There are new technical that pop up.

How long have you been using a screen reader? Since 2011.

Like ten or eleven years? Yes ma’am

Are you wearing headphones today? I'm asking so I will be able to hear your screen reader during the session. Air pods, yes ma’am.

Angela: If she checks her share audio, she will be good.

You won’t be able to hear the voiceover on the MAC computer.

Angela: Not if you share the audio? No ma’am not on Apple products. Everything comes through my air pods. Even if I take my air pods off you will not be able to hear any of the audio. This laptop is authorized for me from the VA.

Angela: I guess you will have to tell us what you will be getting out of the link we send you.

It does not matter to me how you look at the information, if on computer or phone, I just want you to be able to have you view it how you normally would view this information. Angela, do you have a preference on how she views.

Angela: It depends on how she would normally do it.

If you are going to use the phone, I think you need you will need to log onto this session through your phone as well so we can have you share your screen. Does your phone have the zoom app already downloaded on it? Yes, it does.

If you could Zoom from your phone that would be good. I am not sure if you need me to send you a link or if you have an email with the link in it. I am going to use the email I used to get on to this.

### I am going to give you the url that I told you about earlier. Are you ready? Yes, I think it would be better if you should be able to hear my computer. Oh yes, I forgot ya’ll need to do the screen share.

* ***(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) Computer*

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?

## 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? My voiceover is talking and is reading everyone on the screen about harassment. It is going fast. Give me one second. It is giving. Okay. It is giving me a number to call to call if I have been harassed, and what to expect once everything has been reported. The first paragraph is very sympathetic. It states no one should be harassed, and no one should ever feel that way. It makes you feel as though the VA is taking harassment very seriously. I think it is straight to the point. No unnecessary information that we wouldn’t need. It is starting to repeat itself now. They do have something for hearing loss, okay. I think everything I just heard sounds great. I just think something can be written one way, but does it actually happen that way. In many experiences does not happen that way. There are bumps in the process, like it not getting handle correctly. What we are talking about today, I think it sounds great, but in reality, we can only hope that it will follow this process that it explains.

* *(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? I would go through the process they stated online, but if the process is not followed as stated I would take legal actions into my own hands. I would start with the patient advocate, then go to VA police, and so until it gets handled. There is a chain of command.

Is your impression that the report would be give to the police? Absolutely.

When you say following you, do you mean that day? *(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? Hopefully it would go up the chain and it would get handled. If any report would need to go back to the victim, they would let them know the status. I think they should take care of both parties.

What other thoughts do you have about this page? I think it is organized well. I do not think there is anything that should be added or taken away. It is very organized.

Did you see the phone number? I heard it and the hours of operation for each section.

What do you think of the hours of operations? I am not sure of the hours, I heard the crisis line. I do think the number and the hours are okay, they’re good. The crisis line is 24 hours. I guess they have hours that reflect the same as the VA.

If you were at home and wanted to report it? If it was within the operating hours; if not, I would call the crisis line.

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? Just knowing about the website. Knowing the process of everything when filing harassment.
* What was *not* helpful about what you've reviewed today? There was nothing I didn’t find not helpful.
* What would you like to *change* about what you've reviewed today? I wouldn’t change anything. In the beginning when I first got on to the website the first paragraph was comforting to the victim. I think it started and ended great.

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? Yes, that is fine.

* 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)* Yes
* If you or your friend was harassed, was it reported? *(no / yes) Yes*
* If so, *how* was it reported? *(phone call / in person / \_\_\_\_\_\_\_\_\_\_\_)* Through patient advocate
* 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 / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)* The same process that they laid out on the website.

Starting with phone number or patient advocate? Patient advocate.

*(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. Not at all. I think the website is good, and I forgot about if hard of hearing. They seem to be accessible.

## 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 ma’am not at all.

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!