# 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? Probably go to the information desk and ask them who exactly I need to talk to so I could report it. Once I found out who I need to talk to, and then I would inform them what happened so the situation would not happen to someone else.

* *(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? Probably go online and look up the number or call to the VA and let them know what I am trying to do and get the information from them.

What information would you look up online? Just get the number for the VA facility I was at and get the information on who I need to report it to. If it was in Stockbridge, I would look up VA near Stockbridge on Google.

* *(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? I think it is good. It tells you what exactly what this poster is for, gives the number to call, who you can report to, and what number if you have a hearing loss. It also has how to report it in person, and what harassment is. It gives you all the information you may need to report it. I think it sums up what I need to see or what I expect to see.
* *(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? I would call the number on the poster and let them know what happened.
* Which number would you call? For sexual assault I would call 911, but for harassment I would call the 800 number. If I was at the VA, I would find the VA police and tell them what happened
* 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? I did see that you can also talk to patient advocate, which I would probably do first to get their input on who I should talk to.

### 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?

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

What assistive technology are you using today?

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

How long have you been using a screen reader?

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)* Tablet

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? Right off it tells you what you are going to see, which is reporting harassing as a Veteran or visitor, phone numbers, how long it will take to get help, who talk to. It tells you what to do for each thing, sexual assault, or harassment. It lays out everything you need you will just need to know what you are reporting. It breaks down the process. It has buttons you can click on with dropdowns to explain more about what you may need. Like it says if you do not feel comfortable giving your name, it gives you a peace of mind that everyone will not know what you said or what is going on. A lot of people do not report it because they are afraid of others will say, or what may happen to you. Such as if you know someone who works at the VA, you will not have to worry about that person finding out. It also states if you do not feel comfortable giving your name you do not need to.

## 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?

* *(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 think we would go ahead and take the next steps to report it. I would ask to talk to the patient advocate to inform them of our experience so they could point us in the right direction to report it.

* *(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? They will probably do an investigation and get in contact with the person we are reporting to get their side of the story. Once they have gotten in contact with that person, they will reach back out to us to let us know what was said and ask if we would like to continue with the report.

What other thoughts do you have about this page? It is a lot of information here, I do think there is a great organization, and I think you will be able to find anything you may need from this.

Is there anything you were looking for that you did not find on this page? No, there is a lot here. It covers all the questions I would have. I feel that everything I need to know is covered here. Questions I may have like if I can talk to a woman.

Are you reading just the headers or are you reading all the details as well? If you look at the headers, you can find the information you are looking at. I did look over all of it though. I was really scanning through a lot of it because it also tells you what harassment is and when you should report it. That is why I say you need to look at it. If you are just trying to find who you need to talk to, I would just look on the first two headings.

You said if you were at the VA you would talk to a patient advocate how would you know where to go? I would go to the information desk, let them know who I am looking for, and they would point me in the right direction.

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? The fact that there is this much information out there you can find if you ever are in the situation to file a harassment report.
* What was *not* helpful about what you've reviewed today? I think all of it was helpful.
* What would you like to *change* about what you've reviewed today? I don’t really see anything I would like to change. I like the headings in bold and I think it is set up pretty well.

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? Sure

* 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)* 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 / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)* If I experienced it I would probably prefer, if I am there I would report it there in person if not I would do it over the phone.

*(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? Not that I can think of.

## 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 I don’t.

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!