# 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?

* (don't / report it / talk with someone/police at VA / call 911 / google)  
  ***“Probably report it to police or security guard at the VA.”***
* Can you tell me more about why?
* What do you think you or your friend would do next?  
  ***“I would probably just brush it off. There is nothing else I could do.”***
  + (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? / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  
  **“Search on VA.gov to see where I can report it.”**

### 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?
* Which number would you call?
* If you were still at the facility, how would you decide how to report it?
  + (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?

* (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)

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?  
  ***“It seems like they take it really seriously. This is where I would go to report harassment. I wasn’t sure if it was on there or not, but apparently it is.”  
  “I like it because it pertains to veterans that might be in crisis and its confidential.”  
  Expects that the phone # would be 24 hours. “They don’t want to wait for the office hours.”***
* (Note especially any sentiments/feelings they express re safety, comfort, trust, confidentiality)  
  ***Doesn’t know how they can take action if its anonymous.  
  “I think filing a report is useless. What are they going to do?”  
  Participant was harassed that he “doesn’t look 100% disabled” by another veteran couple at the VA.***   
  ***Doesn’t know the names of the people that harassed him. Doesn’t understand how calling would help his situation.   
  Doesn’t feel confident in reporting even if he did know their names. If he did know the name, doesn’t believe the VA would do much about the situation.   
  If it was employee, he feels the punishment would be more severe (lose their job, etc.)  
  Doesn’t think he would hear back about his situation or just that it was “dealt with.”  
  If he reports or not depends on “how mad I get.” If physical or VA employee situation, he would report it.***
* (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 / \_\_\_\_\_\_\_\_\_\_\_\_)  
  **If still at VA, would report to security there. If at home, would call number if during business hours.**

What do you think will happen next?

What other thoughts do you have about this page?

* Feedback on the information in it?
* Feedback on how the information is organized?  
  ***Would like a 24-hour hot line.  
  Would like to see what he should do in specific harassment situations. Does not see where sexual harassment is.  
  Would like definitions of different types or harassment and if needed to report. Would like to click on “verbal comments or threats” to understand exactly what is meant by that. Would help him be able to categorize his situation and help make the decision if he should report or not. “Maybe a couple of examples of incidents.”  
  “It’s real basic. They give you 95% of information.” Wants definitions and examples.***

## 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?
* What was not helpful about what you've reviewed today?
* What would you like to change about what you've reviewed today?

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?  
***Participant was at the VA and was questioned by a couple also waiting at the VA about his disability rating. The couple kept asking him questions about his percentage and did not believe he was 100% disabled because he “did not look it.” This situation made the participant very uncomfortable and he noted that he “just brushed it off” but that it could have been worse for someone else.***

* 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)
* 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 / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  
**Would prefer to report in person rather than over the phone. Depends if he was at the VA or not (lives an hour away).**

(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?  
***Glad that the VA is trying to do something about harassment.***

## 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?

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!