# 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? Well typically they have an information desk or security there that you can report it there, or they have the patient advocate that I call. Myself I would confront the person first. I think it would depend on who was the person that would be doing the confronting. The VA I may go to is not in the best area, so they have real police officers there and not have the rent of cops. The older Veteran males love to ask us women Veterans if we are just waiting of our husbands which is annoying.

*(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? I would probably check the website to see if they have any of that information on VA.gov or Google it.

It looks on the computer is that correct? Yes, my phone’s screen is too small.

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? \*Scrolling the page\* I mean it has a lot of information. Obliviously I would take a screenshot of it with my phone, but if it is someone that is older it may be a little overwhelming because it may be too much information. But you do want to have all this information on there. I do know they have something similar in the elevators. Right here it states to call the VA police, but how would they know their phone number is. I guess it depends on the size of the clinics. When I lived in South Carolina the clinics were horrible, and I never went there. Also it depends on how comfortable people would be reporting it.
* *(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 mean if we were going to report it, I would report it to the VA police. I would not call 911 because I would not think of it as a real emergency. It may be someone is not mentally there, or older generation thinking they are being funny.
* 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?

* *(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) 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 is clear, follows the format of everything else on this website. I think where it says the VA police, some of the older people would have a difficult time finding how to get in contact with the police. It may be challenging due to it being different in all VAs. Unless it was an active shooter, I would not call 911. Yeah, this all is very informative. It explains all the processes. I think some people would just let it go because they don’t want to get involved or take the time of doing the whole process unless it is something more serious.

So, in the case I described, what do you think you would do? Would you make a report? No, I wouldn’t because it doesn’t feel serious enough to report. If it was physical I would, but sadly we deal with that our whole lives especially in the military.

Say something more serious did happen, what would you do? I would come to the page to see what I need to do. I tend to write everything down; date/time/what happened/ if someone was with me in case, I do want to make a report. Any information that may help in the investigation.

And if you were going to report, what method do you think you would use to report it? I would probably go on here to report it so I can have that documentation. On this website here.

If I asked you to do that right now what would be your next step? \*Scrolls the page\* I was just reading how to do this on reporting in person, why would you go the cemetery to file a report? I would hope they would have a link to file it.

So, you are looking for a link to file online? Yes

What would you be expecting to find? A link to take me to a page with the report, the process, and what to expect next.

So somewhere with a form that you can fill in all the details you told me you would write down. Yes.

Saying there is no form online, what would you do with the options given on the page? I would call the Woman Veterans line to talk to a woman Veteran because I am more comfortable talking to women about my experiences because due to my history, I have had bad experiences with male providers. I feel more safe talking to a female provider. I am just more comfortable talking to a female.

* *(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? They would give me my options would be if I needed additional resources if I need further help/healthcare.

Would you expect a follow up on the report? I would expect it, but it is the VA so probably not.

Would you like to have a follow up? Yes I would know what is going on.

You stated that because it is the VA and you would not expect that to happen, can you explain more? Yes, I have been dealing with the VA for 10 years, and I have not have had the best experience with them nor their follow up. It is extremely frustrating.

What other thoughts do you have about this page? I don’t think so. Other than there is no place to file online here. I think more people would feel more comfortable filing online then talking to someone. You are in a private place and gather your thoughts.

[Even if you were able to file online you would still be in contact with someone from the VA, how would you feel about that?] I would be okay with that because at least I know they read everything.

* 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? I think it highlights what the process is, how to get help, what numbers to call to get help.
* Can you tell me what are you thinking? Thursdays they are there for a smaller timeframe. And if you don’t call there before those times then you have to call the crisis line. I know some people who have called the crisis lines and there are mixed reviews. Some find it helpful, and some say they did not feel as though the people on the other line may not be qualified to help.
* What would you do if it was after those hours? I would wait until there was someone there for me to talk to. I would not call the crisis line.
* What was *not* helpful about what you've reviewed today? Again, not having a place to file a report online is almost like you should want to separate with some of this information especially if you are dealing with it. It would be harder to process this information. Older generations would have a harder time processing this information as well.
* How does this make you feel? I am not overwhelmed, but I am just scanning through it looking at the headings to see what would be under that section.
* When you say you are reading the headings, does that mean you are not reading what is underneath? Yes.
* What would you like to *change* about what you've reviewed today? It says report harassment as a Veteran or visitor, and it says everyone should feel safe and respected. You should move the ON THIS PAGE section up just for easier find things.
* On this page part, can you explain why move those up? Just to be able to find things easier. Easier to use.
* If we go back to the top, it sounds like you are saying that the top paragraph is useless, the box underneath would you want that moved up? Yes, the opening paragraph is not useful.
* What else would you want to change? Order of the page, this way you can click and get to where you need to go on the page. Instead of having to scroll all the way down. No other feedback.

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

* 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) No it was not. That is difficult to say. I just asked for a different provider.*
* *Did you think about reporting it? Well, when you fill out a form on why you want to switch providers and so I just stated I did not feel comfortable or helped. He got upset and called me and confronted me about it. This is why so many females have issues going to the VA because we do not feel seen or heard. I know there are some places that are doing better, but some just are still behind on helping females. I just have not had a great experience. No one ever called me about it, they just switched me providers.*
* 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 think after my experience and learning what I have I would definitely go to the patient advocate so no one else would have to deal with it.*

*Earlier you were looking for an online form, would that be something you would do before or after? I would look for that first, but if I could not find it online, I would just call the patient advocate.*

*You noticed there were limited hours to make a report, what hours would you think be helpful? Well after thinking about it, we live in a world where we are used to having the world opened to us 24/7, but I guess that is not always realistic. If it is that bad, you can always call 911 if it is an emergency. I guess it is what it is.*

*If it could be open 24/7, do you think that would be helpful? Yes, I do think so, but after it has been opened for a while and then look over the data to see if it truly is needed to be opened that often. In smaller place it may not be used that often.*

*(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? I don’t think so.

## 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? I don’t think so.

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!