**Conversation Guide: Search Design Concepts**

*Start recording to the cloud.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes I am comfortable with that.

**Warm-up Questions - 5 minutes**

Let’s start with a few questions...

* Where do you typically go to get information about VA benefits? Google, I google it and my HealtheVet.
* Where do you start: it depends on what I am looking for. If I know that it isn't in my HealtheVet I will google.
* Google takes you to where you want: they take me to serval things to choose from. Some id.me some va.gov and some is my HealtheVet.
* When was the last time that you remember going to the VA.gov website? Two weeks ago and that one I went into my HealtheVet to find the information.
  + What were you looking for?
  + Where did you look?
  + Did you find what you were looking for? Yes

**Screen sharing**

I would like you to share your screen with me so I can watch you use a specific website. I'll need to see your web browser. If you want to share your whole desktop, first close any other applications that you don't want me to see. *(refer to Screen sharing instructions above, if needed)*

What kind of device are you using today? Computer/laptop.

Tried to join on the phone: it kept cutting off because I had 1 bar. The laptop hasn’t cut off yet.

**Task 1: [Submit letter in support of your claim - Form 21-4138] - 5 minutes**

Let's say that in order to support your request for VA benefits, you plan to submit a letter from someone who has first-hand knowledge of your condition. You want to find the form for them to write the letter to support your claim.

Have you ever done this before?  I have yes. I have submitted it for a claim. I went to ebenefits for additional information and clicked on that then submitted the information.

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen? I would go under disability then click uploaded evidence to support my claim because that’s what I would be doing.

Looking for the blank form: maybe file for an increase, maybe the file would be there. Download the benefits letters would be something already written. I would probably click on file for increase and maybe the file would be there but it isn't clear where the form would actually be.

Anything else on this page you might try: I wouldn’t go under healthcare, I wouldn’t go under education because it doesn’t pertain to disability, records, no I don’t see anything there because it is requesting information. Checking my claim or appeal status wouldn’t provide a form in my head. Viewing payment no, upload evidence, maybe there would be a form. File for increase, a form might be in there and file a claim for compensation but if it is to an already established claim it would be 3 or 4 under disability.

Anything on any other part of the screen: benefits and healthcare in the blue or I would do a search.

Now go ahead and try a search: I would key in additional disability information. It says upload evidence to support, I am still looking for a form and I don’t see. I would go back to search. I would say disability forms.

What do you see on this page: what I typed in the search was translated to letter in support. I would click that to see if there was something in there to fill out.

Something else in the list that you wanted to see: upload evidence to support claim. Theres the references and fast letters, I might click on that to find the form. It looks like something that would be number 1 and if I didn’t find it there I would go to upload evidence to see if the form is there. If I get really lost I would go to how to file the claim to find the form number. It gets crazy after a while when you don’t know the words to put in. I would go to forms, fast letters first to see if it is there.

Go ahead and click on it: (reading page) I am still looking for the from number. Additional forms needed. I would click on that to see if I can find the form number.

Go back a page, anything else that might help: upload evidence and fast letters/forms/ how to file va disability claim would be number 3 then there are 5 other pages I can look at. Do they work. Oh look at that, find a va form, I would click on that.

What just happened: I got to the bottom of the page, normally I just stop at the entries but I went a little further and found find va form. That looks closer to what I am looking for so I would click on that especially if I know something about the form. At some point I would have had a form number, I know the name, file number so surely there would be something there. Since I don’t have the real one I would look at find va form. Again since its additional information, the original would have been on a form and it would have a file number and would have been easier to find the original claim which I would go to ebenefits for.

What can you see on the left: the margin and then the find va form, entries above that, I can see the entire page.

* *RECORD search query typed:*  I would put disability and see what comes up. Letter in support it should 10 of 14 results. (reading page) pk I would go here and sort by.
* *Results:* it says 10 of 14, then theres a dropdown and sort by best match. Normally I would click on that to see if there were a form.
* *Click on what:* the closest match in sort by and see if it has disabilities. I would click on that to see if the form I am looking for is there. Also if I just accept that I would click on that. It would be the first thing and then see what’s there then I would go to the closest match and see if it is there
* *Did you look at the results:* I just started. (reading page) I would click on 2 to see if it is there but it doesn’t work does it. basically it is resources to get assistance, to me it just looks like resources for assistance in rather that loans, educations. Careers looks interesting. (reading page) maybe the statement of support for claims service connected PTSD. That might be interesting to look at. Statement in support of claim and the one for PTSD.

**Task 2: [Find VA hospital in Knoxville] - 5 minutes**

Now could you please find out if there's a VA hospital in Knoxville, Tennessee?

Have you ever looked for a VA hospital in a city before? I have but it was for directions

How did you find that: I googled it. VA hospital Philadelphia

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen? One trick I learned was to go into schedule appointments and it brought up both Philadelphia and Wilmington and others and I can click on those to make an appointment. I do not see anyplace else, maybe healthcare. I have found if I go to manage healthcare appointments it will bring them Philadelphia and Wilmington. I don’t see anything one here that says locations.

Anything else that would be helpful: No. Healthcare down at the bottom, if I couldn’t find it under appointments I might try healthcare. Oh find a va location, I found it. there it is that’s what I need.

Now go ahead and try it:

Before you do anything on this page, what do you think you can do here?

Now you can go ahead with what you wanted to do.

* *RECORD search query typed: Knoxville, TN. Use by location doesn’t work either. Okay search. We have outpatient clinics and va clinics.*

**Task 3: [College credit for military service] - 5 minutes**

Now I would like you to see if you can get any college credit for your military service.

Have you ever done this before?

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen? That would be under education. (reading page) possible under apply for education benefits. I might go to change current education benefits. Compare GI bill by school, they might tell you know it goes by. Education and training maybe. I want to submit my credits correct. Well for general information I would go to education and training for service credits then maybe into compare GI bill by school which seems to me is the same thing as education and training. One of those would Gi bill by school but education and training might give more information. That’s it.

Anywhere else: benefits and healthcare, oh that doesn’t work. At the top I think the information would be the same but overview of the schools that accept credits. I might try the top in the blue for education and healthcare but if I want a certain school I would go to Gi bill by school to narrow it down. GI bill by school because that would narrow it down.

Looking to see if it is possible to get credit: I guess first I would go for general information at va benefits and healthcare or this. Then once I find what I am looking for I would compare Gi bill benefits by school.

Anything else you would try: I would google GI bill credits/schools whatever. Schools that take GI bill credits and see what comes up. I’m sure there will be a lot of ads that come up that don’t take it so I would look for something that’s not an ad and have .gov.

Searching after looking different places on the page: correct

If you go to google, could you try to search here: this page would probably pop up and I would know that I already searched it but I would look at additional pages but when google brings it up I am looking for more information and searching for my answer of a school and how many credits they might take in different areas of my service.

What might you find on google va here: more information for sure. There would be more because there are different sites for veterans with different takes or a forum that veterans have for what you want to accomplish. Its time consuming but theres more information on google but I have already been here. I would peek to see if there were more entries but I would move to something else for va education.gov. I would try to narrow it down until I find what I am looking for.

**(if time) Post-Task Interview - 5 minutes**

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

* What did you *like* about what you've seen today? I see that they have serval areas under education, records, healthcare, and disability. It's pretty. I think some of the things are doable.
* What did you *dislike* about what you've seen today? It was frustrating and I feel like its really general. Not easy to find what a person is looking for. Maybe the subtitles need to be honed a little bit for more understanding or maybe theres needs to more so it’s not frustrating trying to find what you need. For healthcare it is at the bottom of the page, I think I would have put that at the top of the page. People are only going to go so far and when they have the stars there some people just don’t go that far down they go to the subtitles then see people here then think its general information. They might not go down that far. What they need is actually at the bottom of the page
* Va health facility: in this case when looking it would have been easier if it were at the top. I go in looking for something and I am getting subtitles then alto of general information but what I actually need is at the bottom. People may not go that far.
* Go to the top: (reading page) oh there it is. I missed it completely. I guess because it wasn’t in red. It's right there. Multiple places is good, I am not as observant as I should be I guess.
* Other thing you want at the top: no that is find, I know the crisis thing people won’t go on here to find crisis. I know it is everywhere we go but I don’t think this is a page people will go to. It’s a just in case. Oh it is at the top, too.
* Another link like va location sitting here but not noticed: right. Now that you tuned me in I see it. the crisis is right there, tis everywhere we go which is a good thing. And I completely missed find va location which is where it should be
* Immediately went to white boxes but talked about va benefits healthcare on the left: then I saw about va and dismissed it. I didn’t even go that far.
* Left side then go down: yes it did.
* What would you like to *change* about what you've seen today? One thing I would change is switch about va with va location. I thinks that’s what happened in my mind, I went to healthcare then saw about va which is general when looking for something specific so I dismissed it. whereas if the next thing was find a va location then I would.
* Looking at things might be relevant and to general just stopped: yes.
* Other things: no I think it all looks good. The disability thing. It says upload evidence to support claim, I would have went in there. I like the education with payment history and I like that it has compare GI bill benefits by school. If that works you don’t need to go through google to search through those that do not. if it is updated you can find a school in your area that takes the GI bill and can make the transition from guess to contacting the school for an interview. I like that. I like that. Then DD214 is right there and I remember years ago it was so hard to get a copy of the dd214. It was a mystery and here it’s right there. It's perfect. It has burials, family benefits, all of this is great know that I am paying attention.
* Search, but last task go to google, is it okay to find va information on google or wish there was a search here that worked: search capability here would be great but all of the information is here. When it is specific like a school it’s here if I clicked it and was able to see that they take it. my task would be done and I could move on. You were saying if I can’t find it here, that’s where I would go next, google to hunt to see which school take the GI bill whereas this has it right there and I would click on it. I think it has everything but I might switch it on top with about va as the last option. That’s the only thing I would change about this.
* What improvements could make search easier or better for you?
* Is there anything else that we haven't talked about that you think I should know?

**Thank You and Closing - 1 minute**

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 improving the VA website.

Thank you so much again and enjoy the rest of your day!