**Conversation Guide**

*Start recording.*

* **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.

**Warm-up Questions (Optional) - 3 minutes**

Before we look at the website, let’s start with a few warm-up questions.

* How often would you say you use va.gov? Um, probably at least once a week maybe twice.
* For: usually for my appointments and prescriptions, and communication with my doctors.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Specific task.
* If not often, do you find or receive VA information in another way? Oh yeah, I get phone calls, texts, and emails.

**First Task v.2: Switching Experiences - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary Lovell Federal Health Care Center](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395169/simulate/no-panels)

* As someone who is enrolled in VA health care, where would you go to get more information on the pharmacy at Lovell Federal Health Center? The pharmacy button highlighted in blue. I feel like if that’s what I was looking for I would be good.

**Second Task v.2: Location Experience - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary system page](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395168/simulate/no-panels)

*Stop sharing screen.* Pre-question: Imagine you're sitting down to your computer or laptop, what's the first thing that you would do to get to the va.gov page for the Evanston VA location?

*Start sharing screen.*

* As someone with VA health care, how would you find information on the Evanston VA location? The left hand side under services and locations I would click locations. It did not popup. I guess I would have to go to a search button because I don’t see the Evanston clinic.
* Search up here: yes.
* If you were to take out the main area up here and try from the page down here, where else could you go: I don’t know if it gives you the options in more locations for more searching. I guess I would have to use the search button I don’t see another way to get to it. I was looking at the middle bar and I thought it said locations, but if it’s not in the list on the left I would need to google it.
* Immediate reaction to search it: yes. I don’t see another way to find it without the search bar.
* Why wasn’t it easy to find: is it not within the Tricare network. Well that’s because this is just show Tricare locations, if I really needed to go to that I would use google.

**Post-Task Interview - 3 minutes**

* Familiar with Tricare: I don’t have Tricare personally
* Do you know what it is: I do but I do not qualify for it, I don’t remember much about it. I don’t know much about Tricare.
* If time permits and they are a va.gov user: Is there anything else about your experience on va.gov that you'd like to share? It looks like a typical website and as long as theres a search bar then I feel like I can navigate it. If what I was looking for wasn’t here I would google it.
* Rely on google or search bar: yes.

**Thank-You and Closing - 2 minutes**

Well 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 the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!