**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? Absolutely

**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, maybe about once a month or less. Sometimes I go there to get infomration about the VA and what is going on like updates is why I normally go.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Browse infomraiton.
* If not often, do you find or receive VA information in another way? Yes, um I cant remember which email group I am in but I get emails from VBA regarding Veteran benefits.

**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? I would just click Pharmacy. It is self-explanatory.

**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? So Evanston, so this is Lovell Federal Tricare, you are talking about a different facility so here I would click find VA location. I couldn’t click it so I would search.

What about within the page: Just based on this page, I could try locations on the side. Lets see. That is the main location. I would just have to do search because I wouldn’t know where to start I would need to go to search. This look like they are locations near Lovell Federal health center so I would search Evanston to find it.

**Post-Task Interview - 3 minutes**

* Familiar with Tricare: yes
* Understanding of it: for Tricare if I understand it correctly it is a health benefit for military families and retirees. I would say for military to get care outside of the DoD or I know sometimes veterans use Tricare for care at a DoD facility when the VA doesn’t offer it or the DoD has specialty so they send veterans to the DoD facility. Sometimes it is used for healthcare between federal agencies.
* 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? I think that when it was created it was a good concept and you see how big the VA is because theres so much infomration. It helps veterans because sometimes veterans will reach out for infomraiton in one section of the va and they think the va has access to everything but its so huge. Benefits for healthcare, cemetery, then veteran benefits. Veterans get frustrated because healthcare can’t answer a question for benefits and vi9sversa. I think the va could communicate that to veterans when they try to access infomraiton and that they understand it is one big agency but there are different administrations you need to go to first to accomplish the task.
* Information on va is to siloed: I just wish on VA.gov, maybe I missed it, it’s probably there. Ty would be good if it were separated like veteran health, administration, cemetery administrations. If those hubs were available then FAQ or a chat within one of the administrations that could help the veteran or family. I know it’s asking a lot but this is overwhelming for most because the VA is so huge. They get frustrated because they have a benefit question but call the health side. When they tell them they reached the wrong department they get frustrated.

**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!