# Conversation Guide: VA.gov Home Page Redesign ROUND 2 Usability Testing

## Warm-up Questions - 5 minutes

Let’s start with a few questions...

1. What kind of device are you using today? *(Computer / Tablet / Smartphone) Android with Verizon*
2. I will be sharing a web page link with you during the session. How would you prefer to receive the URL? I could dictate it to you or put it in the Zoom chat. *NOTE how to share URL: dictate / Zoom chat*
3. *(If using assistive technology:)* How would you rate your level of experience with using [specific assistive technology, such as a screen reader]--beginner, intermediate, advanced, or expert?
4. *(If using assistive technology:)* How long have you been using [specific assistive technology]?
5. What VA benefits, if any, do you have experience with? *RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_ Caregiver for someone in the Reserves so not really sure what benefits he has. He does not go to the VA.*
6. How do you typically get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) I* know I set him up with a VA website or an account through like VA.gov or something like that. I do it for him. He is not too tech savvy. I went online to look at his DD214 and when he got out.
7. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? A month ago. It was when I set up the account. I went on to get his DD214.

## User Tasks

Now I'm going to ask you to do a number of things that you may or may not have done before. For each task, I will stop you at a point when I feel like we've done enough, and I won't ask you to sign in.

*(if a task is taking too long, could say "Let's try a different task...")*

### IF/WHEN participant wants to sign in before doing a task...

* How would you do that? *(RECORD: "Sign in" button in header / "Create account" button below header /*
  + *"Sign in or create an account" button on a content page > Sign in or Create account link / My VA button )*
* *(If "Create account" button)...*
  + What are your impressions of what you see?
  + Is this what you expected? *(RECORD: Yes / No / Confusion / \_\_\_\_\_\_\_\_\_\_)*
  + What would you do next? *(RECORD: colored sign-in button / Create an account link below / \_\_\_\_\_\_\_\_\_\_)*
* *(If not currently on the home page)* Could you please go back to the original page you were on? How might you do that from here?
* Do you have an account? *(Yes / No / \_\_\_\_\_\_\_\_\_\_\_\_)*
  + *(if No)* What do you think about **whether** you **need** an account?
  + Why or why not?
  + *(Given whether they already have an account, did they use the appropriate button/link to sign in vs. create an account? Yes / No )*
* If you were on a public computer and didn't want to sign in, is there anything you could do from this web page?

### Task 1: [Message your doctor or get a health care message] - Ideally IF *HAVE* VA HEALTH CARE

Let's pretend that you had a doctor's appointment at the VA last week, and now you have a follow up question for the doctor. How could you contact them? Uhm, healthcare. Oh, maybe schedule and manage health appointments?

Oh, just a question, okay. Uhm. I don’t know. Let’s go further down. Uhm..I don’t know. Oh maybe. So can you ask questions through the app? The website?

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

### Task 2: [Show that you're a Veteran (with benefit letter or Veteran ID card)]

Suppose you need to show that you're a Veteran for a special discount at a store. From this web page, how might you request proof of your status as a Veteran? My status as a veteran..uhm records. Okay, records. Uhm, get veteran ID cards.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? 5

### Task 3: [Find a mental health counselor or therapist]

Pretend that you've been going through some challenges in your life recently, and you want to talk to someone about how you're feeling. How would you do that? Mental health help. And then uhm, probably find out how to get support anytime day or night. One of those two.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? 5

### Task 4: [Updates in VA benefits (VA promo)]

From this web page, how could you learn about recent changes that may affect benefits and services offered by the VA? Recent changes? Get VA updates. (bottom of the screen). Oh maybe not, no. uhm, I would say the updates but that was more social media so I don’t know. That’s what I would be looking for. Some kind of update or changes uhm something along those lines. Get VA updates it just showed more of social media. Oh I guess there is email updates. Email and press releases. \*clicked on VA news\* so hmm, no. I don’t see any updates here. Are you talking about updates in like benefits? Okay. So, maybe more VA resources. No. \*clicks on veteran programs and services\* mmm, I don’t know.

What are your impressions of what you're looking at? *(news / benefit / ad / \_\_\_\_\_\_\_\_\_\_\_\_)*

How would you get more information about this? *(Learn what the PACT Act means for you / Read the full article / \_\_\_\_\_\_\_\_\_\_)*

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? A 1.

### Task 4A: [VA news]

How could you learn what else is new--see if there are other stories from the VA that might be relevant to you? *(More VA news / \_\_\_\_\_\_\_\_\_\_)* from maybe the news that I was just looking at. That would be good. Oh, where did it go. Oh here. Oh yes. So here. VA news.

Uhm kind of like news, uhm, articles.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? Mmm, maybe like a 3.

### Task 5: [Review or update your dependents]

Say that you just got married. How would you tell the VA about your new spouse? Mmm, maybe family member benefits. Mmm, maybe not. I don’t know. I’m not sure.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? 1

### Task 6: [Check the current disability compensation rates]

You'd like to see VA's current disability compensation rates. How would you find these? Oh right there at disability compensation. Hmm, rates. View your disability rating right here.

Uhm, I clicked on compensation benefits for surviving spouse and dependents but that’s probably not it.

Uhm, how about VA disability ratings? Uhm disability compensations. Oh, review Veterans disability compensation rates. Then veterans disability compensation rates.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? 4, cause it’s right here at the basically at the beginning page about the compensation.

### Task 7: [Compare VA education benefits and rates by school]

There are several universities in your area, and you want to figure out which one to attend in order to maximize VA's coverage of your tuition and housing. How would you figure that out? Education benefits. Mmm..what was the complete question again? Uhm..\*do you have any experience with the VA helping fund school for veterans and their dependents?\* No. mm, I am not sure. Uhm.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

### Task 8: [File for a VA disability increase] - Ideally IF *HAVE* VA DISABILITY COMPENSATION

Your hearing loss from your time in the military has gotten worse over the last year and you want to try to increase your disability rating. How would you do that from the web page?

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

## Post-Task Interview - 10 minutes

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

1. *(IF using a screen reader–ASK WHILE STILL ON A CONTENT PAGE, NOT HOME PAGE)* If you wanted to share your thoughts on this web page with the VA, how would you do it? *(Feedback button on bottom right of page that's not the home page / \_\_\_\_\_\_\_\_\_\_\_)*
   1. Have you *ever* done this before?
   2. If so, how, and when?
   3. Could you please go back to the original web page you opened? How would you share your thoughts on this web page?
   4. *(Want to see if screen reader users can/will use the Medallia feedback button)*

Could you please go back to the original web page you opened?

1. What worked *well* for you?
2. What was *unclear or didn't work well* for you?
3. What would you like to *change or add*?
4. *(IF entered email address for VA updates)* What would you expect to happen?
5. *(IF haven't already discussed)* Can you look under the Search box and tell me about the links you see under "Other search tools"?
   1. What do you think they are, and when might you use them?
   2. *RECORD comments about Find VA location, VA form, benefit resources and support*
6. *(IF haven't already discussed)* Do you have an account that you use to sign in on VA.gov? *(Yes / No / \_\_\_\_\_\_\_\_\_\_\_\_)*
   1. *(if No)* What do you think about **whether** you **need** an account?
   2. Why or why not?
7. Is there anything else that we haven't talked about that you think I should know?

## Thank You and Closing - 1 minute

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 learn about Veterans so we can improve the online tools that we provide.

If you know any other Veterans, caregivers, or service members who might be willing to participate in a future research session like this one, you can pass along the web link that you'll receive in your email from our team.

Thank you so much again, and I hope that you enjoy the rest of your day!