**Conversation Guide: VA.gov Home Page Redesign Usability Testing**

*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? \*Audio issues\* Yes.

**Warm-up Questions - 5 minutes**

Let’s start with a few questions...

1. What kind of device are you using today? *(Computer / Tablet / Smartphone)*
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 / \_\_\_\_\_\_\_\_\_\_*
6. What VA benefits that you *don't* have experience with might you be interested in exploring? *RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_ Not that I can think of.*
7. Where do you typically go to get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)*
8. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? I actually went on Ebenefits last week to get a VA benefits letter.

**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.

### RECORD FOR EACH TASK...

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### I would call them and give them the information. From this page here. Scrolls page. Clicking on family member benefits. I am not sure where I would go from here. Scrolls page. I am not finding what I expected to see on this page. I guess to add spouse. Reading the page. I’m not sure. I don’t see what I would need to add a spouse. Clicks back button. I am on VA benefits for spouses, I will go back again. Service member benefits. I am still not seeing what I am looking for. I am going back again. Clicks records. I don’t see it on that page neither. I thought it would be family member benefits. I would think it would be there, but I do not see it there. I don’t see anything that would fit that.

#### Do you see anything else on this page that may be helpful? Disability? Can I click on that? Clicks disability. Scrolls page. Add or remove dependent. Clicks on link. Scrolls page. \*Audio issues\* I would have to sign in and add a dependent online.

#### Ease rating (1-5) and why:

#### I’d say a 4 because I really thought it should be under family benefits instead of disability. It wasn’t where I thought it would be.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### Scrolls down the page and goes to service members benefits. Scrolls through page and decides to go back. Clicks on records. Scrolls page and decides to go back to home page. Clicks disability page. Scrolls page. I would probably go to the post office and do a change of address. I would go back and go to healthcare now. Scrolls page. Update your healthcare information after you enroll into the healthcare program. It says you can update your contact information.

#### What would you do next? Fill out and the 10-10 EZR and it gives me an address to send it to.

#### Ease rating (1-5) and why:

#### It still would be 4 just wasn’t where I thought it would be.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### I could click find a form and I would input the form number into the search bar. It took me directly to it. It says application for health benefits.

#### Ease rating (1-5) and why:

#### 5 because as long as you know the form name you can type it in.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### From this page or tell you because I would contact the crisis hotline. On here I would go to the bottom where it says veteran programs and services and click on mental health. Scrolls next page. There is a drop-down box that gives you a number that you can call or text.

#### Ease rating (1-5) and why:

#### 5 because I knew what I was looking for and went straight to it.

#### Did you know it was already at the bottom? No that was just something that was fitting to what I was looking for. I just found it by scrolling down. Normally contact us is good at giving us the information we need.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### Scrolls down to burials and memorials and click that. I would do the pre-need burial eligibility. Scrolls page.

#### Ease rating (1-5) and why:

#### 5.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### Click on housing assistance. Scrolls page. Get my COE.

#### Ease rating (1-5) and why:

#### 5.

#### Which task? (select one)

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#### What participant does and says...

#### Scrolls page. Disability. Download your benefits letter. It would ask you what information you want on the letter, and it would generate.

#### How did you know how to go there? I have gone through it before on Ebenefits.

#### Ease rating (1-5) and why:

#### 5.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### Scrolls page. Proof of my discharge. Records. It would be a benefit letter? I am not sure if it tells your discharge or not. DD-214. I know it has my deployments. I am not sure on that. Let me think. Search historical records. I am not 100% on this one.

#### What does DD 214 mean to you? My service. I would click on request my DD-214. I would click on it and got to mil connect.

#### You seemed unsure if that if that is where you should go? Yeah, I was not too sure on that.

#### How do you feel now? I feel like this is where I would need to go. I have requested a DD-2124 before.

#### Ease rating (1-5) and why:

#### 3 because I was not sure. I feel like that is on me and not the system.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

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#### What participant does and says...

#### Ease rating (1-5) and why:

**Post-Task Interview - 10 minutes**

1. What worked *well* for you? I guess I got a better understanding of the page because I am more comfortable on the Ebenefits page. I am able to find what I need on this page.
2. What was *unclear or didn't work well* for you? The page itself was good, it was just me understanding what I needed to be looking for.
3. What would you like to *change or add*? No.
4. I'd like to ask you about a specific part of the first page that you looked at: the dark blue section on Veteran homelessness.
   1. What are your thoughts on what you see here in this section of the page? Anyone who is dealing with homelessness, this gives them the information they need to get assistance. This would give them the contact information.
   2. What kind of information would be helpful to show here? How to find a job, shelter, where can I find food. Different shelters located for Veterans. Other information dealing with assistance or homelessness.
   3. How often should the information be changed? I would say weekly. Whenever the places they use give them updates it should be updated then.
   4. Is this the kind of information you would want to see when you come to VA.gov or emailed to you? I would say check the website because they do not use email and they depend on the websites. I like that way better as well. You could still send emails. I check my emails often so that would be good for updates regarding information.
   5. Any other reactions to this section? No ma’am.
5. Now I'd like to ask about another part of the page: under "Search VA.gov" where it says "Other search tools". What does that mean to you? If you are looking for education benefits, forms you need, anything with Yellow Ribbon, or if you need to find a VA location.
6. What does Yellow Ribbon mean to you? I think it deals with deployment.
7. Do you think it should be called something else? As long as it has the header and the subheadings it is good. If I clicked on the other headers, I feel like it would give more information on what header you clicked on.
8. Looking up a bit on the page, tell me about what you see in the bright blue box ("Access and manage your VA benefits and health care", "Sign in and create an account").
9. I'd like to know more about how you usually look for information on web pages in general--not specifically VA or government websites. Can you tell me about a web page that you went to recently and how you found what you were looking for on it? Google. I would Googled for an SUV. It pulled up images, locations that were selling that type of vehicle, and if I saw a place near me, I would click and scroll until I found what I was looking for.
   1. RECORD: type into search box / click on links (browse) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. Do you ever use a search box on the page? Yes, I use that too.
   3. If so, when? I will just click on the search box and type in what I am looking for.
10. 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 email blurb that you'll receive from our team.

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