**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? Yes ma’am.

**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 / \_\_\_\_\_\_\_\_\_\_ None*
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 / \_\_\_\_\_\_\_\_\_\_*
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 / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) I have asked people around me that may know information about the VA. Honestly other than that, our leadership does not tell us anything about the VA.*
8. *What is your timeframe of leaving the military? My ETS is next December, but I can start out processing this month. December 2023.*
9. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? Just work wise I talked to some people about it but no briefings within this past year.

**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 go to Google and search.

#### [You cannot do that for this demo.] Okay. Goes into the search bar and searched VA hospitals. Scrolls the results. It is just showing me links to VA approved hospitals. I guess everything VA. Here we go. Clicks on find VA location.

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

#### 5 because you just had to search the keywords and scroll down, and it pops right up.

#### 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 go to a clinic and ask for my medical records.

#### What if I told you can do it from this webpage. Types into search bar personal medical records. There we go the very first one. Clicks link.

#### What would you do next? I would create an account and I would assume all my information would be there.

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

#### It would be a 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...

#### Types into search current disability rates, and then I would sign in. All my information would be there if I signed in.

#### I am not looking for your disability rating. I want to see the percentage ratings. Types into search bar current disability rates. I want to say the fist one is the one I clicked on last time. Scrolls down page. Clicks on view disability rating. I think I am in the right area. You are wanting the list of what you could be paid. I find a calculator; I am not sure that is not the right area. Clicked on view compensation rates link. Here is the list.

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

#### I would say a 4 more because I may not have searched the right stuff. I could have gotten there quicker if I were to use better keywords.

#### 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...

#### Types in search VA travel expense coverage. Clicks on VA travel reimbursement. Scrolls through page and would click on this link to file one.

#### Can you find out if the VA would cover your expenses. They do not cover everything, but they cover meals and transportation. And you also have to be qualified to get reimbursed.

#### 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...

#### Types in search education benefits. Scrolls page and clicks on VA education benefits, clicks on about GI Bill benefits, clicks on post 911 GI Bill, and this is showing what I used and what I haven’t used.

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

#### It was a 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...

#### Types in VA schools near me. Scrolls results. Clicks on change your GI Bill.

#### [You want to know how much the VA would cover at a few different schools.] Types into search bar tuition coverage rates. Clicks on Post 911 scrolls page.

#### [Can you tell me what you are trying to do?] I am just looking for a list of coverage for certain schools. This is just telling me about education. Clicks on education and training. Scrolls page. Clicked on Post 911 coverage rates. I think I found it. Scrolling down lower there are different amounts for different kind of schools.

#### Several universities in your area and looking at their coverages. You found a different page then I attained. [You found good information, but there is something else I am looking for.] Types in Schools that accept GI Bill. Clicks on comparison tool and enters a school into the search.

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

#### It was a 5 it was just me not putting the right words again.

#### 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...

#### Home loan eligibility into the search bar. Scrolls page. I am getting a list of everything you need to qualify.

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

#### It was a 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...

#### I would probably go on clinic and see if I could get information from there. Search bar types in “disability eligibility”. Clicks on am I eligible. Same thing it gives you all your options and information. Also tells you how to file a claim.

#### 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...

#### Types into search “GI Bill loan”, scrolls results, clicks on education and training, goes back, clicks on How to request VA loan, goes back and types into search bar “GI Bill remaining money”. Scrolls page, clicks on about GI Bill, goes to manage benefits, clicks on payment history, and I assume I would log in and see if I used the VA and if I have anything left.

#### 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...

#### Types into search “spouse”, scrolls results, clicks on view or change dependent, and then I would sign in and add her.

#### 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...

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

#### Which task? (select one)

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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? Even if I didn’t word something right it would take me to the right place.
2. What was *unclear or didn't work well* for you? Nothing I think the only thing it was me not wording things correctly.
3. What would you like to *change or add*? I wouldn’t change it. Even if you don’t want to search something, there are things below you can click on. I just focused on the search bar because I wasn’t sure if I should have gone anything else.
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? I guess it bothers me that if you served in the military that you should have some kind of benefits after you get out. Obviously, there is some information that they are getting together to help them out more.
   2. What kind of information would be helpful to show here? I think there should be information here that a lot of people would not know. I would leave this alone.
   3. Are there other topics that come to mind that you or others may not know about? I guess promoting more on school and using the VA loan for housing because the Army does not help out with that information. Promoting the benefits, you could you. People in the military don’t know a lot about this until they get out.
   4. How often should the information be changed?
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? Just quick links to certain things that people may be looking for. It would take them directly to that information. I would say I would keep all four. They are all big ones. I am not 100% on what Yellow Ribbon is. I see that it has something to do with school. Is it a loan program that helps fund for school?
6. 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"). I guess it is saying once you create an account, you would be able to manage your VA benefits once you sign in.
7. 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? There is a website that we use JKO ID cards, once you go into that page you go to search bar and find anything that you would be looking for.
   1. RECORD: type into search box / click on links (browse) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. Do you ever use a search box on the page? More often times than not. I guess if I do not find what I am looking for in the search bar, I would go through the links. 95% of the time I would go to the search bar.
   3. What would you do if you go to a website without a search bar? I would then have to use the links.
   4. If so, when?
8. Is there anything else that we haven't talked about that you think I should know? No, I don’t think I would have any more questions. If I would have scrolled further than the search bar, I would have found everything you asked me about.

**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!