**Warm-up Questions - 5 minutes**

*NOTE how to share URL: dictate / Zoom chat / email / text*

Let’s start with a few questions...

* What device are you using today? Android phone
* Have you ever attended an event put on by the VA or a Veterans Service Organization? I’ve gone to a chronic pain class.
  + If so, can you tell me about that experience? It was suggested to me by a physical therapist. They signed me up, I did not do it myself.
  + How did you hear about it?
  + How did you sign up for it?
* If you wanted to attend a VA-sponsored event, how would you find it? I would Google it or I would ask my therapist how they did it.
* What would you want to know about an event in order to decide if you're interested in going? I would want to know if it was virtual or in-person – that’s important. The description / key words. Time, I’d like there to be multiple times available. Location.
  + *(if they're not sure what I mean, say:)* For example, the time of the event, the location, etc.
  + *How do they want to search/filter?*

**Veteran Tasks**

**Task 1: [Impressions of Events List] - 5 minutes**

Please take a look at this page and tell me your impressions of what you see. Don't tap/click anywhere. Outreach and events…I’m wondering how we got here from the home page. I think that the description is vague – we already know that the VA is there to help Veterans. I like how it states that the second one is online – I like how easy it is to see that. The title ”Advancing opportunities for individuals with disabilities” is vague. What disabilities? What opportunities? More of a description would be better.

I like how this is set up – linear. I like that they are listed in order. I would want to know what these classes entail; I understand the subject but what exactly are they going to be doing or talking about.

What do you think you can do from this page?

**Task 2: [Filter by Date--One-time event] - 5 minutes**

Imagine that you're looking for a new job, and you heard that your local VA might soon be having an event to help Veterans looking to change careers. How would you find out if that's the case? It seems like that info would be on this site. I’d use the filters if I could, if not I would use Google. \*In filter list\* I was hoping that this would be able to filter the type of classes and not just the date. I would just have to scroll through and look. Even just a filter for only online classes would help. \*Easily found G.I. Jobs Virtual Career Expo\* There is not a lot of info/description here.

*(When see dropdown date filter options)* Could you stop for a minute? What are your thoughts on those options?

Without trying any of them, could you tell me what you think each of them would do?

* *Feedback on date filter options: All upcoming / Next week (from Dec 5) / Next month (from Jan 1) / Specific date / Custom date range / Past events (doesn't work)*
* What does *Specific date* mean to you? One specific date I am looking for.
  + How would you expect to use it?
  + *(probe: when might they use it? record specific use cases with context)*
* What does *Custom date range* mean to you? A specific range of days to search between.
  + How would you expect to use it?

*If they try the filter options by clicking on the arrow and it doesn't work, say:* Can you tell me what you're trying to do?

* *Advise to tap to the left of the arrows instead of on the arrows*

Now you can go ahead and look for events that could help you find a new job.

* *Option selected:****All upcoming / Next week (from Dec 5)****/ Next month (from Jan 1) / Specific date / Custom date range / Past events*
* *Any comments on scrolling events and pagination in All upcoming? Y / N \**Liked the linear set-up\*
* *Did they click the "filter events" button? Y / N*

*(When see event detail page)* What are your impressions of what you see here?

* *Did they find the Virtual Career Expo? Y / N*

If you wanted to attend this event, what would you do? *(Register button / \_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

I would click register and follow the steps.

Can you please go back to the previous page? *[Event detail]*

Once you've registered for this event, is there anything else you would like to do or expect to do? I would add it to my calendar.

* *No / Add to Calendar / Share on FB / Twitter / \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Task 3: [Filter by Date--Recurring event] - 5 minutes**

Let's say that you want to try yoga in the new year. Can you find any yoga classes to sign up for in January? I would filter for next month. The first class that came up was Maintaining Balance: Online Yoga for Caregivers.

* *How got back to Events List page: Back in browser / breadcrumbs / "Find more events" at bottom of detail pg / "In this section" menu*
* *Option selected:****All upcoming****/ Next week (from Dec 5) /****Next month (from Jan 1****) / Specific date / Custom date range / Past events*
* *Did they click the "filter events" button? Y / N*

*(When see event detail page w/recurring event)* Before clicking anywhere, can you tell me about what you see here?

* *Understand that there are multiple occurrences of this event? Yes / No / Unknown*
* *Feedback on "Find other times for this event":*

I'd like you to sign up for 2 yoga classes in 2022. I will click register. I see that the one I have selected is for January, so I will click register again to sign up for that. Now I will click the February class, it looks the same but with a different date, and now I will click register again.

I really like that process of signing up. It was good to have all of the classes listed there and hyperlinked so that I could click through them instead of going back and forth.

* *Feedback on "Check other times" button:*
* *Feedback on scrolling the growing list of times:*
* How many do you want to see at a time?
* *Clicked Register button for both Jan & Feb yoga classes?* Yes *(doesn't work)*
* *Understand that "Register" is only for the current occurrence? Yes / No / Unknown*

**Task 4: [Filter by Date--Custom date] - 5 minutes**

Now I'd like you to see if there are any VA activities on Memorial Day next year, which is May 30. I will filter for a specific date because I can go up to 12 months in advance, May 30. \*Found link\*

* *How got back to Events List page: Back in browser / breadcrumbs / "Find more events" at bottom of detail pg / "In this section" menu*
* *Option selected: All upcoming / Next week (from Dec 5) / Next month (from Jan 1) /****Specific date****/ Custom date range / Past events*

Before you do anything, what do you think you can do on this page?

Now you can go ahead and do it.

* *(select month and day)*
* *Understand the 12-month limitation? Y / N* - no comment
* *Clicked the "filter events" button? Y / N*
* *Found the 2 Memorial Day events? Y / N*

**Task 5: [Filter by Date--Custom date range] - 5 minutes**

Let's assume that you live in New Orleans, and you have friends from the service joining you for Independence Day next summer. I'd like you to see if there are any Independence Day events that you could attend together while they're here July 1st through 5th. I will filter again, with a custom date range.

* *How got back to Events List page: Back in browser / breadcrumbs / "Find more events" at bottom of detail pg / "In this section" menu*
* *Option selected: All upcoming / Next week (from Dec 5) / Next month (from Jan 1) / Specific date /****Custom date range****/ Past events*
* *(select month and day for July 1 start date and July 5 end date)*
* *Understand the 12-month limitation? Y / N*
* *Clicked the "filter events" button? Y / N*
* *Found the 3 Independence Day events, including 1 in New Orleans? Y / N*

**Task 6: [Event list & location] - 5 minutes**

Can you please go back to the page that shows a list of events? \*Filtered by All upcoming events\*

*(If didn't talk about location info earlier)* How do you know *where* these events are taking place?

For in-person events, what location information would be useful for you?

I would want the complete address with zip code, building number, suite number, and a phone number – I’d want it to be listed on the more detailed page once you click the link. The preview with link and city / state is enough for the list of events.

* *city / state / street address / zip / name of VA facility / \_\_\_\_\_\_\_\_\_\_\_\_*

**(if time) Post-Task Interview - 5 minutes**

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

* What did you *like* about what you've seen today? I liked that the events are in an organized list, that there is an option to filter them, that it tells you the timeframe and location on the general page, and that the detailed page lists all available dates for an event without having to go back to the general page.
* What did you *dislike* about what you've seen today? The descriptions of the classes are very general. When you click on the class, it needs to give you all of the information you need instead of having to go to the registration page. I’d like to be able to filter by online events.
* What would you like to *change* about what you've seen today? I’d like the yoga description to tell me, is it hot yoga, can I do this in my living room, do I need certain equipment beforehand…maybe they have to be somewhat vague.

The first paragraph is good, but I’d like the Job Expo description to tell me, where am I creating a profile, where are these jobs available, what companies will be there, what is their background…maybe it should list what types of companies or what types of jobs will be available.

* Is there anything else that we haven't talked about that you think I should know?

It may be hard to find certain events because there is no way to search or filter by the event title/type.

Cindy: Would you use this interface to find the class that you previously attended?

Yes, I would like to do that from here.