**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 feel like the answer is yes, but I can’t think of it.
  + If so, can you tell me about that experience?
  + 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? Google or VA.gov. I don’t remember searching for events on VA.gov before. I use VA.gov periodically, I was on it last week.
* What would you want to know about an event in order to decide if you're interested in going? When, where, who, and why its happening. Who is invited, who is it open to? Why are they doing it?
  + *(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. Under Outreach events it talks about helping Veterans buy homes, earn degrees, and start careers – I have never seen an event for that.

What do you think you can do from this page? I could do any of the events listed.

**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? I would go back to the filter and choose next week to see what that gets me. There it is, GI Jobs Virtual Career Expo.

*(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)* Anything starting from Monday forward */ Next month (from Jan 1)* Begins with the next month */ Specific date / Custom date range / Past events (doesn't work)*
* What does *Specific date* mean to you? For searching on one specific day. If there were an event on Veterans Day, then I would search for that date.
  + 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 range of dates 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*
* *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 on the link. It says it is free and online and has a synopsis of what’s going on. I would then click the register button and would probably have to fill out some stuff.

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 search for Next month \*found it\*

* *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 was confused for a moment when the January time was not in the list of available classes. It would be easier to list all of the available dates/times instead of just the ones you haven’t selected. I assume it will register me for the January class right now, but I’m not sure – clicking register SHOULD sign me up for the January class.

I would start by clicking register (for Jan.) and then I assume the next page would have these other dates and I would then select the February date to register. I assume I would have to fill out my name and number, plus whatever else it needed, to register.

* *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. \*Once finished\* That was super easy.

* *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*
* *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.

* *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? I would filter by All upcoming.

*(If didn't talk about location info earlier)* How do you know *where* these events are taking place? Each of them has a row for where the event is taking place.

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

On this first page, city and state is enough. Once you click the event, it should give you the address.

* *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? It is very straightforward and user friendly.
* What did you *dislike* about what you've seen today? Probably nothing, it seems pretty straightforward.
* What would you like to *change* about what you've seen today? You should also be able to filter by location (city and/or state) – and online events. I would want the online events to show regardless of what state you’ve filtered by.
* Is there anything else that we haven't talked about that you think I should know?