**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? Mobile Android - Samsung S21
* Have you ever attended an event put on by the VA or a Veterans Service Organization? Not yet
  + 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? Either through an email that I get from the MHV newsletter or…I get another newsletter, but I don’t remember where it comes from.
* What would you want to know about an event in order to decide if you're interested in going? When it starts/ends, what it is for, and if I am eligible.
  + *(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.

What do you think you can do from this page? If I click on one of these links then I could get information about what is going on. I see the when and where below the title but if I click it then I assume I could get the address and more information.

**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? \*Opened filter options\* I assume this list would just give me the events in my area, maybe but maybe not. \*Did not find the result in the first page of events, did not click to second page\* Maybe if I click, “more VA resources” it will have more. I could change my filter to next month. \*Just realized\* Now I see that you can go to other pages \*clicked to second page and found event\*

*(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)* Would tell me whatever is going on for the following month, not this *month / Specific date / Custom date range / Past events (doesn't work)*
* What does *Specific date* mean to you? Let’s you search for one specific day, but would give you the next best result if there are none
  + 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? Let’s you search between two specific days. I could use that if I were traveling and wanted to search for events between the days I will be where I am traveling to.
  + 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 register for the event \*Clicked register\* I guess I would register and then be able to get into the event when its open.

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 might want to add it to my calendar. If I was feeling froggy then I might share it on Facebook – I do that sometimes.

* *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?

* *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 would click the yoga class and register. It would sign me up for the January class, to sign up for the second I would tap “find other times” and it shows more. I assume you would only have to register once – if it repeats monthly then I don’t know if you would have to re-register for more dates/times. I guess if you signed up for a second class then you wouldn’t have to re-enter your info.

* *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, but only wanted to have to register / enter info once – the other times would just be signing up*,* not register. I hope it would use that registration information for other events, too */ 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.

* *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* (accidentally closed browser and re-opened)
* *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?

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

Underneath the title is when and where.

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

It would be nice if it would show, at least on the event page itself, the address. It could either be on this general page or the detailed page – it would help to have it on the general page, you wouldn’t have to click on it.

A phone number / point of contact would be nice.

* *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 nice that outreach events is in bold print and doesn’t blend in with everything else. To me, outreach means people coming together and/to doing something specific. I like that you can filter.
* What did you *dislike* about what you've seen today? There is nothing I DISlike. Some more information would be great – such as the address, but that’s not a deal breaker.
* What would you like to *change* about what you've seen today?
* Is there anything else that we haven't talked about that you think I should know?