# Conversation Guide: VA.gov Home Page Redesign ROUND 2 Usability Testing

## Warm-up Questions - 5 minutes

Let’s start with a few questions... I am the spouse of a veteran and I help my husband log on for his medication and communicate with his doctors.

1. What kind of device are you using today? *(Computer / Tablet / Smartphone)* iPhone
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 / \_\_\_\_\_\_\_\_\_\_* Myhusband is 100% disabled vet.
6. How do you typically get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)* We both do it. Sometimes I will go on there for him.
7. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? Uhm, its mainly uhm pharmaceuticals that we go on there for, but I’ve logged on there and requested equipment that he uses and he needs replacements and we get that through the VA and we request that from his primary care. We request prescriptions from a pharmacy. The doctor puts them in, and we just request refills from the VA website. Probably about 3 weeks ago.

Oh yes (we were able to do what it is that we were trying to do)

## 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.

*(if a task is taking too long, could say "Let's try a different task...")*

### IF/WHEN participant wants to sign in before doing a task...

* How would you do that? *(RECORD: "Sign in" button in header / "Create account" button below header /*
  + *"Sign in or create an account" button on a content page > Sign in or Create account link / My VA button )*
* *(If "Create account" button)...*
  + What are your impressions of what you see?
  + Is this what you expected? *(RECORD: Yes / No / Confusion / \_\_\_\_\_\_\_\_\_\_)*
  + What would you do next? *(RECORD: colored sign-in button / Create an account link below / \_\_\_\_\_\_\_\_\_\_)*
* *(If not currently on the home page)* Could you please go back to the original page you were on? How might you do that from here?
* Do you have an account? *(Yes / No / \_\_\_\_\_\_\_\_\_\_\_\_)*
  + *(if No)* What do you think about **whether** you **need** an account?
  + Why or why not?
  + *(Given whether they already have an account, did they use the appropriate button/link to sign in vs. create an account? Yes / No )*
* If you were on a public computer and didn't want to sign in, is there anything you could do from this web page?

### Task 1: [Message your doctor or get a health care message] - Ideally IF *HAVE* VA HEALTH CARE

Let's pretend that you had a doctor's appointment at the VA last week, and now you have a follow up question for the doctor. How could you contact them? Through secure messaging. Uhm, I am looking for when you open up the VA page uh once you get to the pharmacy thing there’s a thing that says secure messaging, so I am looking for that. So let me go to health care. And then I went down to send a secure message to your healthcare team. Then I would sign on.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? 5 but I knew what I was looking for. I think if I was new to that I wouldn’t have known. For my husband I have.

### Task 2: [Show that you're a Veteran (with benefit letter or Veteran ID card)]

Suppose you need to show that you're a Veteran for a special discount at a store. From this web page, how might you request proof of your status as a Veteran? I would probably start by going to the menu to see what my options are. Uhm, oh. Find a VA form, find benefit resource and support. I guess I would go there to request the form for his disability. Hmm, there is a lot of information here. Uhm, guess I would go to, truthfully, I don’t know. I guess I would go to, if I went to the claim, I could get the form there. I think it's always there. He did a claim one time. It always has a list of whatever he’s been awarded compensation for. \*How to check your VA claim\* I would sign in and it tells, uhm, I would log on and then I would go through all this, go to my VA desk board, scroll down to view my claims, then I would check his status. I don’t know if there is an easier way but this is what I would do.

Hmm, I don’t know how I would do it. \*clicked on resources and support\* oh right here, I’m on VA benefits. I’m not sure where I would go, truthfully. \*Searching proof of veteran\* I spelled that all wrong. Maybe the health id card or the veteran identification card. Okay, yeah. Of course, I went to the hardest one first. This I would go here to veteran identification card. But I didn’t know that all you had to do was show that. We have our ID cards.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? Once I figured out what I was looking for it was…I’m going to say 4.

When you login at home are you doing it from a phone or tablet? Tablet usually but we can do it from our phone too. I don’t know if I have used it from a phone.

### Task 3: [Find a mental health counselor or therapist]

Pretend that you've been going through some challenges in your life recently, and you want to talk to someone about how you're feeling. How would you do that? I would go to the uhm VA health care and when you log on. Okay, VA health care right there. Just one second. The one we go to, when I log on, I can immediately go to secure messaging. Because when I logon it connects to his team, and I can talk to his doctors. It might take a few hours, if its immediate I would go to triage but if it can wait, I just send a secure message and wait to hear back.

If I have a specific thing to do, I log on. When I know what I want, I log on and do what needs to be done and to see if they have responded.

But here I guess I would go to health care. Alright, send a secure message to your health team. If I wanted to talk to someone about that, I would go there. Or if he was having a really bad day I would go to triage. It’s like the emergency room here at our VA. If it was something, if he wanted to commit suicide, I would take him to the emergency room. But if he needs something for his back, he gets shots in his knees, they’re called rooster shots, I would use secure messaging.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? It was really easy. A 5.

### Task 4: [Updates in VA benefits (VA promo)]

From this web page, how could you learn about recent changes that may affect benefits and services offered by the VA? Oh, VA department information, I guess I would go there. And right there, the PACT Act, I would go there and learn what the PACT Act means.

What are your impressions of what you're looking at? *(news / benefit / ad / \_\_\_\_\_\_\_\_\_\_\_\_)* it was standing out. You can’t help but be interested in it. Oh, wow it is giving me a whole bunch of information about what is going on. I didn’t know. So, when I went down to that original, it put this up here again and it said this new law extends eligibility for care and benefits for Veterans and survivors related to toxic exposures.

Does it seem like a recent change?: I mean yeah it’s extending eligibility for care.

How would you get more information about this? *(Learn what the PACT Act means for you / Read the full article / \_\_\_\_\_\_\_\_\_\_)*

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? I’m going to say 3. Only because I didn’t know what I was looking for until it popped up in my face twice.

Is it what I was supposed to see? Oh, you said there was no right answer.

### Task 4A: [VA news]

How could you learn what else is new--see if there are other stories from the VA that might be relevant to you? *(More VA news / \_\_\_\_\_\_\_\_\_\_)* we have a lot of veteran friends. We also do a lot with the Texas veterans and the veterans of Fort Worth. I don’t know how we would go here.

Okay from this website? I guess I would go to more VA resources. Let’s see. Uhm, I guess i’m way far off the mark. Let’s see. I truthfully don’t know where I would go. It's mainly through the news and other veterans that we know about what is going on, but I don’t know how I would go about it on here.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

### Task 5: [Review or update your dependents]

Say that you just got married. How would you tell the VA about your new spouse? Truthfully we did this in 2007 so, uhm, we went on. i think he reported it online. Uhm, I think he did that on VA benefits. I think that’s where he did that.

Dependents on your disability benefits. Yeah, this is where I would go.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? That was a 5.

### Task 6: [Check the current disability compensation rates]

You'd like to see VA's current disability compensation rates. How would you find these? I just saw that. Right here. Disability compensation. Okay, let’s see. I am thinking I am on the wrong page because it is saying to get the compensation. Let’s go back one. Review VA disability compensation rates. Compensation rates are right here.

Yeah, I saw Get VA disability compensation (pay) but I didn’t see the rates.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why? It took me a minute, but I am still going to say 4 at least.

### Task 7: [Compare VA education benefits and rates by school]

There are several universities in your area, and you want to figure out which one to attend in order to maximize VA's coverage of your tuition and housing. How would you figure that out? Go to education benefits. How to maximize it? (yeah) I would probably, hmm..i don’t know what I would do. I don’t see.

I don’t feel good so I want to stop the session right now.

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

### Task 8: [File for a VA disability increase] - Ideally IF *HAVE* VA DISABILITY COMPENSATION

Your hearing loss from your time in the military has gotten worse over the last year and you want to try to increase your disability rating. How would you do that from the web page?

* How would you rate the ease of finding what you were looking for on a scale from 1 to 5, where 1 is *difficult* and 5 is *easy*? And why?

## Post-Task Interview - 10 minutes

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

1. *(IF using a screen reader–ASK WHILE STILL ON A CONTENT PAGE, NOT HOME PAGE)* If you wanted to share your thoughts on this web page with the VA, how would you do it? *(Feedback button on bottom right of page that's not the home page / \_\_\_\_\_\_\_\_\_\_\_)*
   1. Have you *ever* done this before?
   2. If so, how, and when?
   3. Could you please go back to the original web page you opened? How would you share your thoughts on this web page?
   4. *(Want to see if screen reader users can/will use the Medallia feedback button)*

Could you please go back to the original web page you opened?

1. What worked *well* for you?
2. What was *unclear or didn't work well* for you?
3. What would you like to *change or add*?
4. *(IF entered email address for VA updates)* What would you expect to happen?
5. *(IF haven't already discussed)* Can you look under the Search box and tell me about the links you see under "Other search tools"?
   1. What do you think they are, and when might you use them?
   2. *RECORD comments about Find VA location, VA form, benefit resources and support*
6. *(IF haven't already discussed)* Do you have an account that you use to sign in on VA.gov? *(Yes / No / \_\_\_\_\_\_\_\_\_\_\_\_)*
   1. *(if No)* What do you think about **whether** you **need** an account?
   2. Why or why not?
7. 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 web link that you'll receive in your email from our team.

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