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

## Warm-up Questions - 5 minutes

Let’s start with a few questions...

1. What kind of device are you using today? *(Computer / Tablet / Smartphone) It is a Samsung*
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 either or*
3. What VA benefits, if any, do you have experience with? *RECORD: health care / education used when I first got out of the service. / career services / disability 70% / housing loans / pension- life insurance : familiar but have not used/ burial benefits / I have done a little bit of all of them. I am not a va employee. I am the service officer for the Marine Corps League.*
4. How do you typically get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) Internet searches and we get updates every once in a while. For my personal stuff I will get it from VA. I have an ebenefits account and va.gov. they changed it.*
5. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? I filed an appeal two years ago. I filed online. I filled the fillable form and then sent it in.

## 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? I would call them. I would use find a va facility. Then go into contact. I see va health care here to. I could use the va health care as well. I would try va health care first. Then go to manage health and benefits I would think. Maybe not. You wanted to ask a question so I am looking for ask a question but I don’t see it in there through. You want me to ask a question after the fact right. It's not a claim. Maybe under schedule and manage health appointment. it’s not that one. Maybe go all the way up here to other va benefits and services. That’s all for compensation and claims stuff. Maybe more information and resources. I am not finding where I would actually find that.

What would you do at this point: I would keep looking because I get determined. It says va secure messaging , I finally found it.

This time you found it: I must have just missed it before.

* 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? On my phone it would be difficult but on the computer I think it would be really easy.
* Va.gov and ebenefits use: I use it on my computer more often.
* Rating for the phone: In the 2.5 to 3 range. Because it is smaller and fat fingers get in the way.

### 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? Let’s see. Other benefits and support. you should be able to sign in to va.gov and get it right there. I see the sign in to va.gov button.

You have an account on va.gov: yes I do.

What about prior to logging in: that would be cool, I am not sure how to do that

When you use va.gov do you tend to login first or wait until you need to: I just log right in.

Anything else that would talk about getting proof as status of being a veteran: I am looking. It should be in here somewhere but I am not seeing it. Maybe the service member benefits. That doesn’t look like it, this is more claims stuff. Records. Get Veteran ID card.

How did you get here: Hit records, went down to get veteran id card.

* 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 would say it’s a 3 or 4. It was easy you just needed to find the right thing with small writing. On the phone it is small and blurs together sometimes. You know old eyes.
* What blurs together: it is when you are scanning to find something it is harder to read. The bold sticks out but it is the smaller text that is hard to read.

### 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? Find a VA facility and type in va health care to see what is the closest clinic or hospital. It should provide the number or address so you could go there or call. should provide an 1800 number to call and there’s a mental health button and if you click talk to someone know there’s several different numbers.

* 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? Very easy on that one. Very easy, 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? Well the first one is the PACT act. You can click on it to see what it means to me.

What are your impressions of what you're looking at? Looks like there are numbers you can call and it has what’s on this page. It looks very informational and most of this I have heard and read about already. It is the ABC’s what you are looking for and if you are having issues.

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? 5

### 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? Probably the resources and support right here, click on that and it should have stuff in there. (reading headers)

Would this have other articles from va that may be about new things happening: It could if you did a search in there. Then there is get va updates, press releases. Any va news will be right in here. It would just be a matter of searching it.

* 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 a 5, it was easy. Just finding which is the best for what you are looking for.

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

Say that you just got married. How would you tell the VA about your new spouse? Right here dependents on disability, so sign in and add on your account.

* 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? Easy, 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? Under disability compensation. Should be on here somewhere. Theres add or remove a dependent as well. There is compensation rates right there and then it’s a matter of finding it. There we go 10 percent is 164.

* 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

### 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? under education benefits. Then theres manager and resources so it’s just a little work for yourself. You should be able to get a career counselor if you needed to as well. It should be all on this page.

Which link would you use: education and career counseling, Um probably the GI bill approved schools. Yeah how to should then the GI Bill comparison tool or any of these tools. You have a few to choose from.

* 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 a 4, it took a little to think about it.

### 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? I should be able to go to disability compensation. Then it says how to file a claim or you could login to myVA. Then file for an increase.

* 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, I think I have done it on here before.

Did you ever scroll further: I got down to contact us.

Please go to the darker blue, did you look at this part: the pathfinder.

Learn what else is new: I missed that.

What do you think about that: it would be interesting it probably has everything you need. It is a quicker link. I missed it, smaller print on the phone. Pathfinder is good if you want to sell something to the va I guess.

Relevant or interesting: I wouldn’t read it. It doesn’t have anything relevant to me.

## 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? It all worked pretty well.
2. What was *unclear or didn't work well* for you? No it didn’t seem like it. It seemed like everything worked well.
3. What would you like to *change or add*? I don’t think there is anything to change that I see offhand. You have your search bar if you need to be search. I don’t think anything needs to be changed so far.
4. Search and links below: search is general and the links are the most common to help speed up what you are looking for. I think I have used all three. Wait I didn’t use the VA forms one. The VA forms should be any VA form you are looking for. I used that for my claim
5. Benefits and resources: it should have what I am looking for there.
6. Is there anything else that we haven't talked about that you think I should know? No I don’t think so. I link I would bookmark it so I can use it if I need to look something up.
7. Use ebenfits: yes I used benefits before va.gov. I don’t know if you can use it still. I use va.gov more often
8. Used secure messaging in the past: No I haven’t. I did get information to send but I never sent anything
9. Use secure messaging on ebenefits or myhealthevet: I think I have before. It was easy to use. Not recently used it has been a couple of years if I have used it. Most of the online tools are easy, especially on a computer. Most of it is getting used to using your phone to find the information.

## 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!