# 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’s a laptop hooked up to a monitor*
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? Using Zoom Text – Probably intermediate because there is always something to learn on it,
4. *(If using assistive technology:)* How long have you been using [specific assistive technology]? 2008 probably
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 / \_\_\_\_\_\_\_\_\_\_ for eye care, their community care because I had a pinched nerve,*
6. How do you typically get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) my VIS coordinator. I usually call him and he will tell me which direction. I first try on my health site. \*occasionally use VA.gov but not that much.*
7. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? Checking on the claim I got in that is on VA.gov. It kept going around and around and around. We have Windstream which is a terrible internet so I gave up. I don’t even know if it went through.

Did you work with coordinator? No, I did not.

How long ago did you work on this? A week or ten days.

## 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 try to find, uh, my healthevet or secure messaging. One or the other. And VA health care, it might be in there. I would probably go to VA health care to start. Now I got to find on this page how to. I would be looking for secure messaging. I can’t really find what I was looking for. I was looking for secure messaging but I can’t really find secure messaging.

It might be under VA health care. Message us wouldn’t get me to it. There is call us but that’s benefits though. I don’t see anything on here to get to secure messaging because that is how I would contact my primary care doctor or my VISC Coordinator.

Oh here it is. Down here at the bottom. Id go to VA Secure messaging. And I would go to, that’s create an account, I don’t like that new phone call thing I just liked the old secure messaging.

Is this something that you have done before?: Well that one there, the DOD or something and you gotta click that little box then you gotta sign in two places then you have to pick your animal or whatever. Then it says your account has been moved to VA.gov and that’s when it goes around and around.

About 50% of the time you can login successfully.

* 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? For me probably, between 2 and 3. Probably closer to a 2 cause that goes back to the same thing. If I used this all the time I would end up getting used to it and know when to skip over. I found it eventually you know. that’s the problem when you’re using zoom text because you’ll have it blown up so much that you have to really search for it.
* Is healthevet a lot easier now? Yeah it is a lot easier now.

### 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? Well, let's see. VA forms maybe. I would probably be looking for a DD214. Right here is says request your military service records (including DD214) so I would probably click on that. Then maybe VA ID card. That would probably work for a veterans discount.

* 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? Oh, 4. Uh cause well, it was fairly easy to find VA ID cards and that’s really all you need to get the Veterans discount. Then it is just continuing on applying for the thing,

### 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? Well, I’d probably start up at the contact us. And then, some place there should be a..it would depend on how bad it was. I would think it would be call us because there is a veterans crisis hotline I know about rather than a chat. 800-698-2411: it should probably get you to prompt you to go to a crisis hotline as a guess.

Some place normally. Most of the time it comes up with a veterans crisis hotline first. Which uh. There is veterans health help desk, you could try that one. Down here at the bottom theres a mental health thing you might want to click on that. So I clicked on that. Click on find support anytime day or night. Okay there is a phone number, start a chat, or a text number.

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? Uh i’d say a 2 cause I think that If you were in some time of crisis you would want it be on there first and not have to look for it at all.

### 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? Might want to look for new benefits in the search thing. It says showing 1 of 8 new results for new benefits. One of 10 of 999 results for new benefits. PACT Act, blue water, VA education. There’s a lot of them. The PACT Act and Camp Lejeune water, that’s new.

What are your impressions of what you're looking at? *(news / benefit / ad / \_\_\_\_\_\_\_\_\_\_\_\_)*

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? 4 It was pretty easy to do. Then you just gotta take your time to look at them to see if you're on any of them. I spent some time at Camp Lejeune but I don’t know how many days. But that’s the way it goes.

### 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 / \_\_\_\_\_\_\_\_\_\_)* the only thing I can think of is About VA. Might want to look at congressional affairs because they do a lot of stuff with it. This comes up for veterans, family members and spouses.

* 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? Oh, 4.

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

Say that you just got married. How would you tell the VA about your new spouse? Shew, that was 51 years ago. I think you would have to go to benefits again. I don’t know if you go to records or service member benefits. Probably records. \*clicks on records from drop down menu\* Well doesn’t look like it’s there. Family member benefits maybe.

Is there any other place you might look?: I cant think of anything. Maybe dependents on your disability benefits but I don’t know if there is a place there to tell them. That would be it then cause theres one here to add a spouse.

* 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? Uh, probably a 3.

If you wanted to share your thoughts on a page here, how would you do that?: I would call you. If I log in with my health or something it will ask if I wanted to share my feedback. Ive never looked for a place to do it. It comes up on my healthevet. I’ve never seen it on the other one.

Do you see a place on this page where you might be able to share that information with the VA: I might be able to find something on About VA. I don’t see anything there.

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

You'd like to see VA's current disability compensation rates. How would you find these?

* 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 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?

* 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? Uh, that search box worked pretty good. It all worked pretty good it’s just about getting used to it. Some of it you just have to get creative with thinking. Like that one about getting married. Adding a dependent or something like that but overall it was relatively easy.
2. What was *unclear or didn't work well* for you? Uh, I had trouble with one of them but I cant remember which one it was. I think it was the adding a dependent one was the hard one.
3. What would you like to *change or add*? Uhm, yeah like I said if you want to suggest something there should be a feedback or something. Something that would be easy to find like “VA wants your feedback” but other than that it's just getting used to using it you know?
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?

When you got your screen enlarger, that is out of the screen. To me that should be where your US Department of Veterans Affairs. With that talk to a veteran crisis line, some people with a screen reader, unless they have a screen reader reading the whole thing, they might not even know it's there.

When using the screen magnifier, are you seeing half the screen? Yeah that’s about right.

To be able to read the right side, I have just that on the screen. Like on the search thing, it was blue and then it was lighter so I thought there has to be something over there so that’s what gave me the indication that something else over there. So that’s when I moved over there and looked at it.

## 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!