**Conversation Guide: VA.gov Home Page Redesign Usability Testing**

*Start recording to the cloud.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes, I am comfortable.

**Warm-up Questions - 5 minutes**

Let’s start with a few questions...

1. What kind of device are you using today? *(Computer / Tablet / Smartphone)*
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]? I do enlarge the font sometimes especially if I am typing.
5. *What branch did you serve in? Air Force and Army Reserves.*
6. What VA benefits, if any, do you have experience with? *RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_ Veteran transportation and travel pay*
7. What VA benefits that you *don't* have experience with might you be interested in exploring? *RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_I can’t think of anything right off.*
8. Where do you typically go to get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) RX refill*
9. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? The last time would be last week with pain management. He went to the VA hospital for healthcare services.
10. When you are looking for information for one of those services, do you do that at the clinic or some other way? Usually do that at the clinic, but it can be done on MHV. If I am going to cancel or schedule, I would rather do that in person.

**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.

### RECORD FOR EACH TASK...

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### I would click on other search tools education benefits. Depending on what I want to do I would research first. There is also a link for eligibility. I would learn more about them to see which on I would need. If I had any questions I could go online and ask or call the hotline.

#### Ease rating (1-5) and why:

#### I think it was a 5 because everything is right there. Having it where you can click on it was very nice.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### I would go. Scrolls down the page. I am looking right now to see what all these down here would be. Again, there I could type into the VA search to see if I could find the universities in my area or contact the VA.

#### Clicks on contact us. I have heard of the VA chatbot. I am just looking for a link to call the VA and there is an item I just clicked on, and all the phone numbers are listed. I would call the GI Bill hotline.

#### [Can you see if you can do this without talking to someone? Is there something on this website?] I could use this chatbot. It would show me places to go on the VA website. I could also go to contact us online. I am just reading right now. I could type in what I am looking for. That is a way to do that online.

#### [Is there anyway you can do it from the original page you were on?] I am looking at contact us. I could click on that from the main page, and it opens back up to what we were just looking at.

#### [Can you go back again and try something that is not the contact us link?] Scrolls page. Clicks drop-down box, goes to education and training, and I don’t really see anything. I think I might be missing it. Clicks on VE education and training. I am just looking on this page to see if there are any links. I am not seeing anything.

#### What are you looking for? I was seeing if there is a link that would show me that information.

#### Since you are not finding it, is there anything else you might do? I would go to search and search for VA approved in my area. Scrolls the results. I am not seeing it.

#### Ease rating (1-5) and why:

#### I would give that a 1 for me because that was pretty hard.

#### Which task? (select one)

*go back to school to get degree / compare universities / qualify for disability / find a form / increase disability rating /* *amount of disability or education payment / current disability rates / GI Bill money left / find a hospital / get medical history /* *question for doctor / travel expenses / learn about health care / proof of income / new spouse / new address / talk to someone /* *burial in VA cemetery / VA home loan / proof of military service*

#### What participant does and says...

#### Scrolls down page. I would have them log in and go down to disability. Tell them about what to expect. Then click on eligibility to ensure that are eligible.

#### Ease rating (1-5) and why:

#### This one was a 5.

#### Which task? (select one)

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#### What participant does and says...

#### I would take them to this page, click on the drop-down menu, go to the right to about VA health benefits, and then I would have them go through this page to show them all the services that would be available to them. You can even show them all the providers. All these questions here would be helpful for someone new coming into it.

#### Ease rating (1-5) and why:

#### I am going to say a 4 because it was pretty easy. I guess because it did not really pop out like the other ones did for me. Maybe highlight something differently. It was easy just not in your face.

#### [With not popping out, was that from the main page or the 2nd page?] I would say on the main page. It was a little difficult because I had to navigate the drop-down menu.

#### Which task? (select one)

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#### What participant does and says...

#### I would go to download benefit letter and log in. It would allow me to get my letter to tell me my rating is.

#### Is something Ebenefits something you use? It is something that I have signed up for. I have gone into it before.

#### Ease rating (1-5) and why:

#### That one was a little bit tougher to find because it rerouted me somewhere else. I would say about a 3.

#### Which task? (select one)

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#### What participant does and says...

#### I would go to the bottom of the page where it says burial and memorials. You would read this page and I would see about getting Veterans’ burial benefits. Scroll down and it pops out very good, click on eligibility and there is a whole list of stuff.

#### Ease rating (1-5) and why:

#### \*Audio issues\* 5.

#### Which task? (select one)

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#### What participant does and says...

#### Ease rating (1-5) and why:

**Post-Task Interview - 10 minutes**

1. What worked *well* for you? Having all the headers at eye level, having the links underlined. Having the search bar right there. As you scroll down, having multiple items you would want to look up right there. That is helpful. The colors in the icon for each header helps your brain.
2. [You stated you sometimes enlarge the text, but I did not see you do that during this session. Does that mean you were able to see everything?] Yes, this was a good text size.
3. What was *unclear or didn't work well* for you? Finding the colleges because nothing popped out.
4. What would you like to *change or add*? Definitely add that college, maybe a map you would click on the states and it would list out the colleges.
5. [Can you click on the education benefits link again?] Do you see the picture of the graduation cap, do you see anything that could help you compare schools? I guess it may tell you what programs that are available. I don’t know about the schools. I thought that might be something you would click on. It really didn’t catch my eye.
6. I'd like to ask you about a specific part of the first page that you looked at: the dark blue section on Veteran homelessness.
   1. What are your thoughts on what you see here in this section of the page? It looks like they are trying to find out how many Veterans are without permanent housing. On the picture it looks like someone is actually helping. I think if you click on the link that says get housing assistance it would tell you how to get help.
   2. What kind of information would be helpful to show here? Maybe like local Veteran homeless shelters would be nice.
   3. You are thinking more information on homelessness but local? Yes.
   4. How often should the information be changed?
7. Now I'd like to ask about another part of the page: under "Search VA.gov" where it says "Other search tools". What does that mean to you?
8. Looking up a bit on the page, tell me about what you see in the bright blue box ("Access and manage your VA benefits and health care", "Sign in and create an account"). It says sign in or create an account. I can understand the create an account, but you have sign in at two different locations could cause confusion.
9. Is your expectation that these two things would do the same thing? Yes I would think they would do the same thing.
10. I'd like to know more about how you usually look for information on web pages in general--not specifically VA or government websites. Can you tell me about a web page that you went to recently and how you found what you were looking for on it? Goes to Keystone Chapter, Paralyzed Veterans. I scrolled down and I was looking for a form I need to fill out. I saw up top under a drop-down menu and saw forms. Normally I just look at the top and go across to find what I am looking for.
    1. RECORD: type into search box / click on links (browse) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. Do you ever use a search box on the page? Yes, I do.
    3. If so, when? Depends on what I am looking for. If I kind of know what I am looking for I would type that in the search bar.
11. 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 email blurb that you'll receive from our team.

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