**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.

**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]?
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 / \_\_\_\_\_\_\_\_\_\_*
6. *Are you a caregiver for your grandfather? For right now, yes, but we are considering putting him into a home.*
7. *You have been taking him to his appointments? Yes, I have Power of Attorney. He just needs more assistance than I can offer at this point.*
8. 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 have no explored much I was just sticking with things I know he has been dealing with. I would like to see if there is a program to help with putting him into a nursing home.*
9. Where do you typically go to get information and benefits from the VA? *(Google / Facebook / MHV / eBenefits / Contact center call or email / VA.gov / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) Phone calls trying to figure it out and Google.*
10. Can you tell me about the last time you were looking for information or trying to do something with your VA benefits? It was trying to figure with assistance with covering his nursing home costs or if there was a Veteran nursing home. I also have my cousin who is a Veteran who will help me when they get here. I was Googling information prior to that.

**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...

#### Scrolls page. Clicks disability. Manage your Veteran disability. View disability rating. Sign in and maybe it would give more information on his rating and how to increase that rating.

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

#### About a 4 because for me it would be a 5 but a 4 for some people. For someone who is not familiar with this website I can see how it would be difficult. I just know to go to disability.

#### As the caregiver what would it be? For me it would be a 5 because I knew where to go and what I was looking for.

#### Have you seen this website or seen something similar to this? Yes, I have seen this. I always go through Google.

#### 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 still go to disability, go to manage, and probably view disability rating.

#### Do you think you would find the amount there? Probably not. Clicks VA compensation. Scrolls. It would be under disability. This is where I would assume to go.

#### How would you know when you find what you are looking for? I would read the information under each heading and see if that is where I need to go.

#### DO you see anything on this page that would take you there? Probably the View my disability rating.

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

#### I would say a 2 because there is not description this is where you would see your exact benefits but that would be different without signing in.

#### 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. Maybe pension. Reads titles. I would probably go to where the pension benefits are and eligibility. Probably back to disability. Get VA compensation. Reads titles. Probably back to that rating page. Disability, mange benefits, and then here at view your ratings.

#### Where would you expect the current rates would be? I think it depends it is upon the individual.

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

#### I would say a 2 again because some of the headings had a descriptions under it and some were not completely clear.

#### 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 to health care. Scrolling down the page reading the titles. I would probably go to access and quality VA healthcare. Then if I am not able to find it there, I would go to find a VA location. I would type in what city I am going to and the service I am looking for.

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

#### I would say a 5 because it is clear on find a VA location. I would know to click there.

#### 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 to records, request your military records, and get your VA medical records once I sign in.

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

#### I would say a 5 because I know I am looking for medical records so I would click records. It is straight forward.

#### 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 \*scroll\* probably again go to records and see the medical history and hopefully it would list his provider’s information so I can reach out. Sometimes I would get the name and google his information to get in contact with him. I would probably call to contact them.

#### If you figured out that in the middle of the night is there another way you would send them a message? I would see if there was a chat, I can contact them through or if there was a way, I could send them a direct message on the site. I would expect to see that is usually an option when you are signed in. I would go to use VA secure messaging.

#### What would you expect to see here? A way to communicate with the provider.

#### Is this something you have done before? No.

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

#### I would say a 4 because this felt a little more like a search compared to before. You have to go through more clicks. Yeah, I would say a 4 because it was a little more difficult to find because I would have probably clicked records first and that was not a straightforward way.

#### It sounds like you have never done any kind of secure messaging for your grandfather, have you ever done that for yourself? Yes, I have a portal set up with my provider, but I do not have that set up for my grandfather.

#### 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 to VA healthcare and get VA travel pay reimbursement. Yes I have seen that previously.

#### What would you expect to do when you go there? To see if I was eligible for reimbursement. Read through it to see if it is an option for me and go forward to file a claim. I have never looked into it before.

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

#### 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...

#### Maybe here where it says view payment history. I would expect to see a form or PDF of what he received monthly once I signed on. It is under common tasks.

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

#### 5 because it was straightforward. It states view payment history so I would assume it would give me what I needed.

#### 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 probably go to records. Scrolls.

#### Can you tell me what you are looking for? I am looking for something that will say change of address or relocating something along those lines. Probably under find a form. It may be a form that needs to be sent it. Change address, I would go there. I would sign in and get that form completed.

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

#### 4 just because I would have assumed it would be under one of the bolded sections. Then I say the find a form so it clicked it may be in that area.

#### 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...

#### Go back to healthcare. Probably.

#### What are you looking for? Mental health services. Right here. I would go there to look for a mental health provider and click on how can I talk to someone right now and look at that contact information.

#### Under healthcare, under more information and resources, and then mental health services.

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

#### I would say a 5 usually when I think of mental health services it would fall into that area.

#### 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. I would probably go to service member benefits. Scrolls. Pre-need eligibility for burial. I would go to find out if you are eligible and read through to ensure he is eligible.

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

#### I would say a 5 because I would assume it would fall under benefits. It was straight forward once I clicked on benefits.

#### 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...

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

**Post-Task Interview - 10 minutes**

1. What worked *well* for you? I feel like the headings worked well and everything has a description underneath, so I know what to find in that section without clicking on the link.
2. What was *unclear or didn't work well* for you? I don’t think anything was unclear just some required some more navigation.
3. What would you like to *change or add*? I would add under common tasks add a few more that will take you directly to those forms i.e.; mental health, burial information, and also the chat for the health providers (secure messaging).
4. Changing address, would you include that under common tasks? Yes.
5. 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? I think it is great because it helps with housing assistance right now. It is an issue going on right now, so providing those links is extremely helpful to someone who may need it.
   2. What kind of information would be helpful to show here? Something about housing, finding housing. Maybe assistance for rent or down payment assistance.
   3. Can you tell me more about why you think this is a huge issue? I see a bunch of Veterans holding up signs asking for money and a bunch of news reports about the increase of Veterans homelessness.
   4. How often should the information be changed? Quarterly because updating research is a quarterly thing. It gives time to give accurate information.
6. 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? I think that like common tasks. These are what are commonly searched information.
7. What are your thoughts on those tools? I think people are constantly going to be searching for a VA location, benefits of education, and forms to change your address.
8. Can you tell me about how you usually look for information on web pages in general? (not specifically VA or government websites) *RECORD: type into search box / click on links (browse) / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* I would have a goal in mind and browse that page to see if there is anything in line of what I am looking for or if they had a search bar within the page to use that.
9. *When do you use which one?* I only use the search option when I cannot find the information I am looking for within the page.
10. *Did you notice a search box on this page?* Yes, I did. I would use that search box if I can not find what I am looking for. I like searching the page [browsing] because I may run into something else I may be able to use or benefit us at a later time.
11. Is there anything else that we haven't talked about that you think I should know? I think everything looks great and everything is straightforward. I love that there is a description under all the headers. I would scroll all the way to the bottom.

**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!