**Conversation Guide: User Research for eBenefits Landing Page Redesign**

Navigate to a mock eBenefits application home page and then use the information on the mockup page to locate a series of features (shown below) that will be found either in eBenefits itself, or on the VA.gov web site instead. Once complete, navigate to a second mock application home page and repeat the process for this alternate home page design. Finally answer a few questions comparing the two alternatives.

The test scenarios for each of the mockups are identical, as follows:

1. Go to the page to apply for disability compensation.
2. Go to the page to check on compensation claim status.
3. Go to the page to request a state benefits information package.
4. Go to the page to add or remove dependents.
5. Go to the page to update direct deposit payment information.
6. Go to the page to learn about life insurance benefits.

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*  *Make sure you are not showing your screen.*
*  *Close other windows and turn off notifications.*
*  *Confirm the participant has downloaded Zoom, can share their screen.*
*  *When the participant is ready, begin the session with the following introduction.*

**Intro – 2-5 minutes**

## Kickoff

[Melissa or a member of her team will “MC” and kick off the call, introduce the team, and hand off to the HCD facilitator. If they are unable to attend, the facilitator will kick off the call.]

## Introduction

\*\*Thank you for joining us today! My name is {name} and I also have some colleagues on the line observing.

Today we're going to have you browse to the eBenefits web application and navigate to a few different features in that tool. You will then use two alternate mockups to locate several features and finally compare these alternatives to help us decide which you think is an easier to use solution. \*\*

**Before we start, there are a few things I'd like to mention:**

* This entire session should take less than 45 minutes. I want to be respectful of your time.
* We aren’t trying to sell or promote any product or service to you.
* If anything looks weird or out of place during in this session, please mention it. Your feedback will help us make improvements.
* During this session, we’ll ask you to access eBenefits in your browser and navigate around the web site. You will not need to sign in, and we will not be able to see or record your password.
* We'll ask you to share your screen with us and click on several links to perform the same actions in two different mockups.
* At the end we will ask a few questions comparing the two options so that we can understand your opinion and preferences.
* There are no right or wrong answers. I won’t be offended by any opinions you express.
* We will not record this session, but we will capture your feedback during the session.
* If for any reason and at any time you want to stop the session, please let me know. That is OK.

Does that all make sense, and sound okay to you?

Great! Any questions before we get started?

**Preparation**

* **Today we are using zoom which will allow us to observe you interacting with a new landing page for accessing eBenefits and navigating through eBenefits. Have you used zoom before?**
  + If no: Explain the screen sharing, & chat functions and how to find them.
* **Please share your screen with us using the green "share" button in Zoom**

**Mockup 1 – Navigate to homepage mockup 1**

**Post link to Mockup 1:**<https://www.ebenefits.va.gov/ebenefits/homepage-mockup-1>

* **I'd like you to open your browser and go to the URL for the first mockup that I pasted in our zoom chat.**
*  **UAT TASK:** *Validate that the eBenefits page displays with the mockup 1 presentation for navigating to eBenefits features.*
* **Great, now we are going to give you a series of features that we want you to access starting from this page.**
  + **Please note that you do NOT need to sign in, everything we do today can be done without a username or password. If you reach a point where a login seems to be required, you can stop.**
* **First, I want you to go to the page to apply for disability compensation benefits.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the 526 Disability landing page on the VA.gov website.*

* **Next, I want you to go to the page to check on compensation claim status.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Claim Status page on the VA.gov website.*

* **Next, I want you to go to the page to request a state benefits information package.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the State Information request page on the eBenefits site.*

* **Next, I want you to go to the page to add or remove dependents.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the 686 Dependent page on the eBenefits site.*

* **Next, I want you to go to the page to update direct deposit payment information.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Direct Deposit landing page on the VA.gov website.*

* **One last task to complete with this mockup - please go to the page to learn about life insurance benefits.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Life Insurance information page on the eBenefits site.*

**Mockup 2 – Navigate to homepage mockup 2**

**Post link to Mockup 2:** <https://www.ebenefits.va.gov/ebenefits/homepage-mockup-2>

* **Now we are going to switch to the second mockup and repeat the same tasks in your browser. Please go to the URL for the 2nd mockup that I pasted in our zoom chat.**
*  **UAT TASK:** *Validate that the eBenefits page displays with the mockup 2 presentation for navigating to eBenefits features.*
* **Great, now we are going to repeat the same series of features that we want you to access starting from this page.**
  + **Once again you do NOT need to sign in, everything we do today can be done without a username or password. If you reach a point where a login seems to be required, you can stop.**
* **First, I want you to go to the page to apply for disability compensation benefits.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the 526 Disability landing page on the VA.gov website.*

* **Next, I want you to go to the page to check on compensation claim status.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Claim Status page on the VA.gov website.*

* **Next, I want you to go to the page to request a state benefits information package.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the State Information request page on the eBenefits site.*

* **Next, I want you to go to the page to add or remove dependents.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the 686 Dependent page on the eBenefits site.*

* **Next, I want you to go to the page to update direct deposit payment information.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Direct Deposit landing page on the VA.gov website.*

* **Finally please go to the page to learn about life insurance benefits.**

 **UAT TASK:** *Note the sequence of clicks/choices the user performs to find this feature.*

 **UAT TASK:** *Validate that the user ends up at the Life Insurance information page on the eBenefits site.*

**Feedback**

**Great news, that’s all the steps we need for you to perform. Now we just have a few questions to get your feedback on these two approaches for helping you access VA benefits features.**

1. In the past, when you needed to apply for or manage VA benefits, what site did you visit first? Why

 **UAT TASK:** *Capture the user feedback.*

1. Which mockup was most intuitive for you to navigate through? Why?

 **UAT TASK:** *Capture the user feedback.*

1. Which mockup allowed you to access the requested feature easiest? Why?

 **UAT TASK:** *Capture the user feedback.*

1. Which mockup made it the clearest that the information or feature could be found on the VA.gov site vs. the eBenefits site? Why?

 **UAT TASK:** *Capture the user feedback.*

1. Do you have any other thoughts, comments, or suggestions?

 **UAT TASK:** *Capture the user feedback.*

**Wrap-up**

Well we really appreciate you taking the time to step through the new landing page and clicking through eBenefits with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans. Do you have any other questions before we wrap up?

[Open up the floor to colleagues for any questions.]

[Hand back to VA rep to close out the call]

Thank you and enjoy your day!