# Conversation Guide: Veteran Top Tasks MODERATED Interviews

## Warm-up Questions - 5 minutes

Let’s start with a few questions...

* I will be sharing a web page link with you during the session. How would you prefer to receive the URL? Zoom chat is fine.
  + I could dictate it to you or put it in the Zoom chat. NOTE how to share URL: dictate / Zoom chat
* What kind of device are you using today? (Computer / Tablet / Smartphone)
* (If using assistive technology:)
  + How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert?
  + How long have you been using a screen reader?
* Are you currently involved with the VA? If so, how? Involved, I am currently using educational benefits.
  + (If yes:) What kinds of VA-related activities do you do?
    - Can you tell me about some specific activities that you have done? (RECORD tasks)

| **VA-related activity or description** | **Last time did it** |
| --- | --- |
| RECORD HERE... |  |
| . Education Benefits | Currently enrolled |
| . |  |
| . |  |
| . |  |
| . |  |
| . |  |

* (For each task mentioned:) When was the last time that you did that? (RECORD in table above)
* Are there any VA benefits that you haven't used before but that you're interested in exploring? Yes. I have not used but I am interested in medical care. I don’t know all that is available to me. I don’t know about disability or getting that benefit. That would be it. I am sorry. Housing, using the VA for the home loan. I have not done that, but I hope in the future I can do that.
  + RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_

## Screen sharing

I have a survey that I'd like you to do while sharing your screen with me over Zoom.

While you're doing this survey, I would like you to talk aloud as much as possible so that you share what you're thinking, what you're doing, and what you're unsure about.

I'll have you start from a URL that I'm going to [dictate/put into the Zoom chat] for you to click on **bit.ly/3MswsXQ**

* (If asked, reassure that this is a legitimate link to what I want you to test.)

Do you see the link? Yes.

I would like you to share your screen with me--a web browser please. You might want to close any apps that you don’t want me to see.

* (refer to Screen sharing instructions above, if needed)

## Do the survey

I'd like you to do this survey and talk with me about it as you do it. I especially want to hear about anything that seems confusing or unclear to you. For code, enter P#.

* RECORD survey start time: 7:07pm
* (If participant is on a phone and Zoom is in the way of the survey:) You can drag the Zoom camera box off the screen to the side.
* RECORD all feedback on survey--everything the participant says about the instructions or questions, but NOT their survey responses because those will be automatically saved online

#### How do you typically interact with the VA? Check all that apply. Every now and then I have called. I have used the website, especially for the G.I. calculator. I have also used Ebenefits. I am sure I have used other benefits, but I am too lazy to write in the other box. I am thinking if I ever talked to a VA rep. Like a VSO, but I probably wouldn’t put that on there because I am not sure if this means that kind of interaction.

A little bit more on what you just said. You said you would not put down VSO contact, but is that something you have interacted with? I have talked to one, but I did not contact to him. VSO at school I think that is more of the Veteran’s office not working directly the VA.

* RECORD feedback on this question

#### Please check the VA-related tasks that are most important to YOU personally right now, no matter how you do them (in person, on the phone, or online).

* RECORD feedback on this question

| **Task** | **Participant Comments (NOT whether they checked the box because that will be saved online)** |
| --- | --- |
| Learn about or file for disability compensation | This one is definitely important to me, but not at this moment. |
| Check the current disability compensation rates | This is related to the first one. |
| Upload evidence to support disability claim | This is related to the first one. |
| Check your claim or appeal status | This is related to the first one. |
| Request a decision review (appeal) on a claim | This is related to the first one. |
| File for a VA disability increase | This is related to the first one. |
| View my disability rating | This is related to the first one. |
| Learn about or apply for education benefits | I have just done this. |
| Compare VA education benefits and rates by school | And I have just done this as well. |
| Check or update your current education benefits | I should do this. |
| Verify your monthly school enrollment |  |
| View your payment history | I have reviewed this recently. I started in January. I say “just,” but it is more like 6-7 months ago. |
| Pay your VA copay bill or other VA debt | I don’t go to the VA. |
| Get help with your VA debt |  |
| Review or update direct deposit | I have never had any issues right now. **\*Are you getting your school payments direct deposited? \*** Yes, I am. |
| Learn about or apply for VA health care |  |
| Update your VA health care information |  |
| Check your lab or test results |  |
| Message my doctor or get a health care message |  |
| Refill or track a prescription |  |
| Schedule or manage health appointments |  |
| Find a mental health counselor or therapist |  |
| Learn about or order hearing aid batteries |  |
| Get your VA medical records |  |
| Learn about or file for travel reimbursement |  |
| Apply for a home loan Certificate of Eligibility (COE) |  |
| Get help with your housing, rent, or utilities |  |
| Update my contact information with VA |  |
| Review or update your dependents |  |
| Learn about or apply for a Veteran ID card | I don’t need that yet. Man, this is a lot of stuff. I feel like the only thing that is important to me is education. I would screen shot this list because it would be something I would do in the future. When I say most important it would just be what I am currently doing. |
| Get your VA benefit letters | **\*What do you think about going through the list on this survey? \*** I like that they are all grouped into like items. It is a long list. I would scroll through it, but I am not sure everyone would scroll through it. I am not sure if there is anything I would want to look at that is not on this list. All this makes sense. These are all terms that I am familiar with. |
| Request your military records (DD214) |  |
| Find a hospital, clinic, pharmacy, or Vet Center |  |
| Find a VA form |  |
| Apply for the VA caregiver assistance program |  |
| Find Veterans events near me |  |
| Get help with your VA claim/application from a VSO or an accredited representative |  |
| Learn about job and training support available from VA |  |
| Learn about or apply for a Veterans Pension |  |
| Learn about or apply for life insurance |  |
| Learn if eligible for burial in a VA cemetery (pre-need determination) |  |

#### Are there any VA-related tasks that are important to YOU right now that you didn't see in the previous list? I just answered that. “No there is not.” I am assuming I would have to type something to go forward. Oh, it does say optional.

* RECORD feedback on this question, and anything the participant says but doesn't type into the survey

#### What VA-related tasks do YOU do most frequently? I won’t skip it I would answer it. Although it states it is optional. That is literally the only thing I do. I probably wouldn’t put more than 3-5 things in there if I did multiple things.

* RECORD feedback on this question, and anything the participant says but doesn't type into the survey

#### What VA benefits (if any) do you have experience with? Check all that apply.

* RECORD feedback on this question, and anything the participant says but doesn't type into the survey
* You said, “Oh boy,” can you explain that more? I think there is so much I should be doing that I am not doing through the VA.

| **Option** | **Participant Comments (NOT whether they checked the box because that will be saved online)** |
| --- | --- |
| Health care (including clinic appointments, prescription refills, messaging) | RECORD HERE... |
| Education (including GI Bill, Yellow Ribbon) |  |
| Career services (including Vocational Rehabilitation & Employment, small business certification) |  |
| Disability (including claims and appeals) |  |
| Housing (including adaptive housing, home loans, homelessness services) | I have done the process of getting my COE, but I have not completed it. I have gotten the COE that I can take to someone to show I qualify for the home loan, but I have not used my home loan as of yet. **\*If you have gone through the trouble of getting the COE, would you still not count that as experience? \*** I just would not count that experience because I did not use it. I can’t imagine anything else someone could have that would require the other box. |
| Pension |  |
| Life insurance |  |
| Burial benefits or memorial items |  |

* RECORD survey end time: 7:21pm

## Post-Task Interview - 5 minutes

Type into #feedback-backchannel: "Any questions you want me to ask?"

I'm interested in hearing your thoughts on the survey you just did.

* What did you like about the survey? It is user friendly. I like the radio buttons and check boxes. I think there were two boxes that you had to fill out that were optional. In design the easier you make it the better, and this was very easy.
* You saying that this is easy, do you still despite the numerous options on the first question you still think it easy? Yes, it was not overwhelming to me. I do not think it makes it difficult at all.
* What did you dislike about the survey? I assume if I am taking it, I would have a code from the beginning I would also know the reason behind the survey. I would get more details in an email. In an original email they would give me a background or introduction to the survey. If would have just come across the survey, I don’t think I would do it. I just don’t have any of that information to provide it is from the VA.
* You want a why are you being asked to conduct this survey? Yes, I would assume that it would be explained in the original email being sent out.
* At the beginning of the survey, is that where you would expect to see that information at? Yes. Who is conducting it and why? Maybe the VA logo on the page somewhere. Contact information if you may have questions about the survey.
* Do you think the contact information is needed or is that something you are used to seeing? Yeah, I think I am just used to seeing it.
* Is there anything else you disliked about the survey? No. I liked how the continue button was always available. It also showed me the bar showing me where I was within the survey. The yellow bar at the bottom jumps as I go through the survey. Sometimes there is a percentage bar also, but that is no big deal. I noticed it I am not sure if everyone would notice what it is. It is great to have that. I always look for that.
* What would you like to change about the survey? I think everything else is good. I don’t think I would change anything else.
* Was there anything that you found to be difficult or confusing? No, it was too easy. I think there was even a back button. I think it was user-friendly.
* Do you have any other feedback for if you were doing the survey by yourself (without having me here in this session)? I think we covered it. If no one else didn’t noticed the progress bar maybe adding a percentage.
* Is there anything else that we haven't talked about that you think I should know? I don’t think so. I used Safari, so I trust there would be no glitches within other browsers. Yes, I used an iPad. It ran smooth.
* If I told you we are trying to improve our online tools by learning from Veterans, would that be good to add at the beginning? I think it would make me feel better, and it is not just a random strange person. If you stated, you are just trying to learn Veterans I would feel more comfortable. You stated something about online tools, if that was the intent the online piece, I don’t know how that piece would relate to any of those questions. Maybe add one or two questions about how most likely I am trying to get that information. I may be a little old fashion. I still like getting some information I would rather get in person or on the phone. Some I would get online, but there are some that I would think would be easier to get online. It is benefit depended. It is more of a pulse.

**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.

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