# 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? You can put it in the Zoom chat.
  + 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? Yes
  + (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... |  |
| . Medical care | Last month, but I have a dental appointment on Friday. |
| . Community Care |  |
| . PTSD Group | Every Friday |
| . |  |
| . |  |
| . |  |

* (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? The Voc Rehab, that is pretty much it on the VA although I have not looked into everything.
* Voc Rehab is in connection with job training? Yes.
  + 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: 12:09pm
* (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. Visit location, call, MyHealtheVet, and Ebenefits.

* 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 |  |
| Check the current disability compensation rates |  |
| Upload evidence to support disability claim |  |
| Check your claim or appeal status |  |
| Request a decision review (appeal) on a claim |  |
| File for a VA disability increase |  |
| View my disability rating |  |
| Learn about or apply for education benefits |  |
| Compare VA education benefits and rates by school |  |
| Check or update your current education benefits |  |
| Verify your monthly school enrollment |  |
| View your payment history |  |
| Pay your VA copay bill or other VA debt |  |
| Get help with your VA debt |  |
| Review or update direct deposit |  |
| 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 |  |
| Get your VA benefit letters |  |
| 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? For me I wouldn’t say so because I am 100%, but on FB groups I see a lot of spouses asking how to get different things done for their Veterans. Like how to get claims filed and things like that. I saw great things on the list. If someone wanted to find something that is definitely there.

* 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 would say make appointments and get my medication refill.

* 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

| **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) |  |
| Pension |  |
| Life insurance |  |
| Burial benefits or memorial items |  |

* RECORD survey end time: 12:18pm

## 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 was cut and dry. Very simple for me. Straight to the point. The list had everything on it.
* What did you dislike about the survey? I wouldn’t say anything.
* What would you like to change about the survey? I would say it was pretty easy. Scrolling down was on me.
* Was there anything that you found to be difficult or confusing? No, just me not paying attention to scrolling down.
* Do you have any other feedback for if you were doing the survey by yourself (without having me here in this session)? If no one was here watching, I would have gone back to recheck everything. I always go back and forth to ensure I did everything. I always go back.
* Is there anything we could add to indicate that you would scroll down? Maybe add scroll down to see the whole list.
* Is that something you are used to seeing on other surveys? Yes.
* Is there anything else that we haven't talked about that you think I should know? That was it. For me I just make my appointments, group, and go to VA for my appointments.

## 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!