# 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? No, other than doing random activities like volunteer work.
* Can you tell me what kind of activities? Run for the Warriors, and like on post we have some volunteer work we get offered. I have done some volunteer work visiting Veteran nursing homes.
* When is the last time you have done that? 3 years ago.

*(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...* |  |
| *.* VA loan | * started the VA loan yesterday which is the first contact I have had with the VA. |
| *.* |  |
| *.* |  |
| *.* |  |
| *.* |  |
| *.* |  |

* *(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? Not right now.
  + *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? I do it just popped up.

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: 12:10pm*
* *(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. I have gone to VA.gov for the VA loan, but that is the only thing I have interaction I have done before.

With you doing your volunteer work with the VA would you consider that a VA location? Oh yes because that was at the VA hospital.

* *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 | *I am getting close to this one because I am close to retirement. This would be the only one I could check right now. Probably doing this online. Learning how to do this online.* |
| 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 | I will be doing this in the future. I’m within my retirement window—now is the time for me to learn about my options. So this is for educational purposes. |
| Update your VA health care information |  |
| Check your lab or test results | This is pretty clear. All the medical sections are pretty clear to me, but I would not be interacting with them right now. |
| 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 | I am not really sure with what this is. I am assuming this is for medical purposes. It is in the listing of medical area of this survey, so I am assuming this is for travel medical payment. If VA refers you to a different provider that the VA would cover the travel. |
| Apply for a home loan Certificate of Eligibility (COE) | I did this. This is what we are doing now for our VA loan. |
| Get help with your housing, rent, or utilities | I am assuming this is informational—individual help with a budget, maybe. I am not sure if they will loan you money or talk to you about your budget. |
| Update my contact information with VA | This is clear. |
| Review or update your dependents | This is clear. |
| Learn about or apply for a Veteran ID card | This is clear. |
| Get your VA benefit letters | This is clear. |
| Request your military records (DD214) | I know what that is. This is very important. |
| Find a hospital, clinic, pharmacy, or Vet Center | This is clear. |
| Find a VA form | This is clear. |
| Apply for the VA caregiver assistance program | This is clear. |
| Find Veterans events near me | This doesn’t apply to me because the base sends out emails to me about opportunities. This is clear. |
| Get help with your VA claim/application from a VSO or an accredited representative | I don’t know what a VSO is. I am assuming someone who would click on that would know what that is. |
| Learn about job and training support available from VA | This is perfectly clear. |
| Learn about or apply for a Veterans Pension | This is clear. |
| Learn about or apply for life insurance | This is clear. |
| Learn if eligible for burial in a VA cemetery (pre-need determination) | Don’t know what the pre-need part is. I guess that could mean before you need it. Before death? |

#### Are there any VA-related tasks that are important to YOU right now that you didn't see in the previous list? No this is not. I would not even know what questions to ask at this point because I have not had any interaction with the VA at this point.

If the question would have told you to scroll would that be helpful? Yes, because otherwise I would have not noticed I could scroll.

\*Continued after completing the full survey. \*

Finding Veterans events to me, would that be volunteer events or is that events that would be just for me to get out of the house? Like what website could I go to volunteer. I was not sure if that included volunteer events. “Volunteer events to support the VA.”

* *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? “Volunteer events to support VA.”

* *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) | I have experience with this. G.I. Bill is covered by VA. I transferred my G.I. Bill to my wife while I was active duty. |
| Career services (including Vocational Rehabilitation & Employment, small business certification) |  |
| Disability (including claims and appeals) | Not right now. |
| Housing (including adaptive housing, home loans, homelessness services) | Just learning about the home loan stuff. |
| Pension | Not right now. |
| Life insurance | Not right now. |
| Burial benefits or memorial items | Not right now. |

* If I clicked other would another box come up where I could list? That is something I am used to with being in the military. Yup there it is. I don’t have anything else that was just my question.
* *RECORD survey end time: 12:27pm*

## 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 pretty straight forward. Is this a survey that the VA team that is thinking about creating, or is it just a testing thing you are doing?
* It is a survey we are planning to send out to numerous individuals. \*For me it was pretty easy for me to do and navigate once you told me to scroll down. You will be interacting with a large demographic of people with different disabilities. Maybe you should have an option to enlarge the font size. I would think the more your team can do without the individual having to do something special with their computers would be great.
* Is there anything you would have wanted to zoom in on? No.
* What did you *dislike* about the survey? I don’t have an answer for that. I did not dislike anything about it. I think it would be quick to get through. My time limit is 5 minutes. After 5 minutes I just zone out. I think the amount of information and pages was perfect.
* What would you like to *change* about the survey? Just what we talked about the scroll because I would have just clicked through. Maybe put the option to continue at the bottom after scrolling all the way down.
* Was there anything that you found to be *difficult or confusing*? No. It was pretty straight forward.
* Do you have any other feedback for if you were doing the survey by yourself (without having me here in this session)? No ma’am. If it is not already in there maybe a comment box on each page in case someone has things, they may not understand. If you have any questions about any of these questions please contact a VA representative, or a contact number so they can contact someone to explain further.
* Do you think small texts with explanations would be helpful? Yes. I would not even allow to go to the next page without clicking a button that says N/A or I do not understand.
* I thought that was built in, can you go back to ensure you have to click on something to go forward? Yes, I can. I will not click on anything and try to go forward. Oh yes, I cannot go forward unless I have something clicked. At the bottom there should be a N/A or none of the above this way you get usable data [vs. someone clicking randomly in order to be able to go on]
* Is there anything else you can think of that is missing from the previous list? Because I do not have a wide scope of things available within the VA, I wouldn’t know.
* As an active-duty service member, 10 – 15 years ago, would the two things you clicked on have been important to you then? No
* Would the volunteering be the same? That has been throughout my career. I have been getting emails about volunteer opportunities with the VA.
* Is volunteering encouraged? Oh yes. In the Air Force it is part of our duty, and in each branch, it is highly encouraged. Air Force volunteering is how you will get promoted.
* Is there anything else that we haven't talked about that you think I should know? The way VA is talked about within the military is at the tail end of their career. I could ask some of my airmen some of these questions and they would not know what some of these things are.
* So, to your average military person, this may be foreign? Yes ma’am.
* You doing the home loan is not due to you getting close to retirement? No ma’am.
* Are there any other other thoughts about Service Members taking this VA-focused survey? I guess that depends on the person if they take it seriously or not.

## 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!