**Warm-up Questions - 5 minutes**

*NOTE how to share URL: dictate / Zoom chat / email / text*

Let’s start with a few questions...

* What device are you using today? iPhone
* Have you ever attended an event put on by the VA or a Veterans Service Organization? Yes, on Facebook.
  + If so, can you tell me about that experience? It was a town hall.
  + How did you hear about it? Facebook
  + How did you sign up for it? There was a link on Facebook to sign up.
* If you wanted to attend a VA-sponsored event, how would you find it? I usually find everything on Facebook. I’ve used it for VA-related things and it has worked well – some Vets aren’t on Facebook, though. Also use Facebook for non-VA-related things.
* What would you want to know about an event in order to decide if you're interested in going? Who is going to speak and what is the subject? When? Cost?
  + *(if they're not sure what I mean, say:)* For example, the time of the event, the location, etc.
  + *How do they want to search/filter?*

**Veteran Tasks**

**Task 1: [Impressions of Events List] - 5 minutes**

Please take a look at this page and tell me your impressions of what you see. Don't tap/click anywhere. This has the different events listed.

What do you think you can do from this page? You could click the event you are interested in and it will give you more information about the event. You can use a filter for the date.

**Task 2: [Filter by Date--One-time event] - 5 minutes**

Imagine that you're looking for a new job, and you heard that your local VA might soon be having an event to help Veterans looking to change careers. How would you find out if that's the case? You could look through All upcoming and by jobs. I wouldn’t filter by date because I don’t know when it is. \*Tried All upcoming. Clicked apply filter\*

*(When see dropdown date filter options)* Could you stop for a minute? What are your thoughts on those options?

Without trying any of them, could you tell me what you think each of them would do?

* *Feedback on date filter options: All upcoming / Next week (from Dec 5)* This would tell you all of the events they have next week / *Next month (from Jan 1)* This would tell you everything in January. */ Specific date / Custom date range / Past events (doesn't work)*
* What does *Specific date* mean to you? For when you want to search 1 specific date. If you want to know what is happening tomorrow, you could put in that date.
  + How would you expect to use it?
  + *(probe: when might they use it? record specific use cases with context)*
* What does *Custom date range* mean to you? Search between certain days. You could search for a certain days/weeks/month. I’ve used this type of filter when searching for Zoom calls.
  + How would you expect to use it?

*If they try the filter options by clicking on the arrow and it doesn't work, say:* Can you tell me what you're trying to do?

* *Advise to tap to the left of the arrows instead of on the arrows*

Now you can go ahead and look for events that could help you find a new job.

* *Option selected:****All upcoming / Next week (from Dec 5)****/ Next month (from Jan 1) / Specific date / Custom date range / Past events*
* *Any comments on scrolling events and pagination in All upcoming? Y / N*
* *Did they click the "filter events" button? Y / N*

*(When see event detail page)* What are your impressions of what you see here?

* *Did they find the Virtual Career Expo? Y / N*

If you wanted to attend this event, what would you do? *(Register button / \_\_\_\_\_\_\_\_\_\_\_\_\_\_)*

I would click the link. Then there is a blue button to Register. Then I’d click Reserve my ticket.

Can you please go back to the previous page? *[Event detail]*

Once you've registered for this event, is there anything else you would like to do or expect to do?

* *No / Add to Calendar / Share on FB / Twitter / \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Task 3: [Filter by Date--Recurring event] - 5 minutes**

Let's say that you want to try yoga in the new year. Can you find any yoga classes to sign up for in January?

* *How got back to Events List page: Back in browser / breadcrumbs / "Find more events" at bottom of detail pg / "In this section" menu*

\*Tried to use the browser back button, but it would not work (greyed out, not clickable). Restarted from main page\*

* *Option selected:****All upcoming****/ Next week (from Dec 5) /****Next month (from Jan 1****) / Specific date / Custom date range / Past events*
* *Did they click the "filter events" button? Y / N*

*(When see event detail page w/recurring event)* Before clicking anywhere, can you tell me about what you see here?

* *Understand that there are multiple occurrences of this event? Yes / No / Unknown*
* *Feedback on "Find other times for this event":*

I'd like you to sign up for 2 yoga classes in 2022. I would click register. I would expect that to have me enter my information and then give me the times for the classes. I now see that it repeats monthly so if I were registering I would click register and then select the first two for 2022.

I would add this to my calendar.

I now see there is a plus sign for finding other times for the event. Okay, it has February 8th in this list. Now if I wanted to register for February I would do that from here. After you do that it takes you back to the register button. \*Still expected to choose the date after clicking register\*

* *Feedback on "Check other times" button:*
* *Feedback on scrolling the growing list of times:*
* How many do you want to see at a time? All, after clicking register
* *Clicked Register button for both Jan & Feb yoga classes?* No, see above *(doesn't work)*
* *Understand that "Register" is only for the current occurrence? Yes / No / Unknown*

**Task 4: [Filter by Date--Custom date] - 5 minutes**

Now I'd like you to see if there are any VA activities on Memorial Day next year, which is May 30.

* *How got back to Events List page:* *Back in browser* / *breadcrumbs / "Find more events" at bottom of detail pg /* ***"In this section" menu***
* *Option selected: All upcoming / Next week (from Dec 5) / Next month (from Jan 1) /****Specific date****/ Custom date range / Past events*

Before you do anything, what do you think you can do on this page?

Now you can go ahead and do it.

* *(select month and day)*
* *Understand the 12-month limitation? Y / N*
* *Clicked the "filter events" button? Y / N*
* *Found the 2 Memorial Day events? Y / N*

**Task 5: [Filter by Date--Custom date range] - 5 minutes**

Let's assume that you live in New Orleans, and you have friends from the service joining you for Independence Day next summer. I'd like you to see if there are any Independence Day events that you could attend together while they're here July 1st through 5th.

* *How got back to Events List page: Back in browser / breadcrumbs / "Find more events" at bottom of detail pg / "In this section" menu*
* *Option selected: All upcoming / Next week (from Dec 5) / Next month (from Jan 1) / Specific date* I don’t know how you would do that from specific date. You want to search from the 1st to 5th, but I can only enter 1 date. I could instead filter by the city. I would have to do this multiple times for each day*.* \*Once directed back to filter options [by moderator], realized they could use Custom date range\* I didn’t think of that just because I am old – it makes sense the way it is, it just took me a moment to figure it out. */****Custom date range****/ Past events*

\*Took a moment to realize the search results populated after clicking Apply filter.\*

* *(select month and day for July 1 start date and July 5 end date)*
* *Understand the 12-month limitation? Y / N*
* *Clicked the "filter events" button? Y / N*
* *Found the 3 Independence Day events, including 1 in New Orleans? Y / N*

**Task 6: [Event list & location] - 5 minutes**

Can you please go back to the page that shows a list of events?

*(If didn't talk about location info earlier)* How do you know *where* these events are taking place? It tells you right underneath the title. It says, “where.”

For in-person events, what location information would be useful for you?

The exact address. Maybe you don’t want to drive across town.

If a big city, where within it? fairgrounds, airport, VA hospital, for example

* *city / state / street address / zip / name of VA facility / \_\_\_\_\_\_\_\_\_\_\_\_*

**(if time) Post-Task Interview - 5 minutes**

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

* What did you *like* about what you've seen today? The filter option. You can search for specific dates and customize it.
* What did you *dislike* about what you've seen today? Nothing really. Nothing I dislike.
* What would you like to *change* about what you've seen today? Just including the address on the general page.
* Is there anything else that we haven't talked about that you think I should know? No, it is pretty easy to figure out.