\*Session with Caregiver\*

**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? We do things with project sanctuary. The VA doesn’t do much around here, but we have done things with the VFW and American Legion.
  + If so, can you tell me about that experience?
  + How did you hear about it? Facebook – I use Facebook a lot for Vet-related things.
  + How did you sign up for it?
* If you wanted to attend a VA-sponsored event, how would you find it?

I have received something in the mail—a printed calendar of events for caregivers (with yoga, zoom book club). Otherwise, unless we see something posted at the VA then we won’t know.

* What would you want to know about an event in order to decide if you're interested in going? How many people are expected to be there? Especially if it is a support group. How long is it going to be? How far is it? The topic. I usually look for events for Caregivers.
  + *(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. The first thing I don’t like is that the flag in the upper left is wrong. The starts are off – its weird. It’s just a flag though. Do I have to go through each of the blue links to find something or can you search/filter? Some of these are far from me.

What do you think you can do from this page? I guess I could look through it to see if there are events in my area that might be interesting. I would tap the event title to see what it is about. I’d check the date and see if we are free.

**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? I would look for a search bar at the top. I would type in Veteran jobs. Maybe I could use the search in the top left \*tried tapping search\* I would like to be able to filter, nothing happens when I click Apply filter. \*Able to open filter options later\*

You would probably have to go through each of the 3 pages to find a result since you can’t filter any more than All upcoming events.

*(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)* I would expect it to show me the next 7 days */ Next month (from Jan 1)* I would expect to see events over the next month */ Specific date / Custom date range / Past events* I would never use Past events *(doesn't work)*
* What does *Specific date* mean to you? That would be for when I want to check one day.
  + 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? I could enter January 1 – 7 to see if there is anything that week.
  + 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*  Would not want to have to tab through multiple pages of results */ 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 \**Once prompted to look for the word “Career”, they found it\* It should say Veteran rather than G.I.

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

I would click the blue title. This page tells me what I need to know. It says I need to create a profile, but I can’t tap on that. Where do I create a profile? Do you get the company information beforehand?

Next, I would click Register. The page looks blurry – it makes me think it is spam or phishing. Otherwise, I would 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? Would add to a personal calendar that can not sync with websites.

* *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*
* *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 for this event, but it looks like that is just for January 11. Do you have to select each event individually to sign up? I guess so. I don’t think I would sign up for multiple now because I would have to keep clicking through the classes – I would want to see how the first one goes beforehand.

* *Feedback on "Check other times" button:*
* *Feedback on scrolling the growing list of times:*
* How many do you want to see at a time?
* *Clicked Register button for both Jan & Feb yoga classes?* Yes *(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 do you know when you are on the home screen? I would go back there first.

* *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 /****Custom date range****/ Past events*
* *(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 says where below the title.

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

City and state is fine.

* *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?
* What did you *dislike* about what you've seen today? I don’t know that I would use it. It seems a little too complicated, there is a lot of clicking to do. Maybe looking by location would make it quicker, easier, and more simple. This page is wordy and not focused, plus it is all black and white – nothing grabs your attention / not exciting, it can become hard to focus on.
* What would you like to *change* about what you've seen today? There could be a map of the USA where you could choose the state you want to see events for.
* Is there anything else that we haven't talked about that you think I should know?

Cindy: Would it be helpful to sort by Caregiver/Veteran-related events?

Yes