**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? Android - Samsung S21
* Have you ever attended an event put on by the VA or a Veterans Service Organization? No – I normally don’t hear about anything.
  + If so, can you tell me about that experience?
  + How did you hear about it?
  + How did you sign up for it?
* If you wanted to attend a VA-sponsored event, how would you find it? I would either contact the VA or go on the VA website and hope that it is listed on the first page. When you go to VA.gov, you should be able to search by location and the people at that location are responsible for that site – that way it is not just general information. Sometimes Google is better than the actual site. You should be able to subscribe to a specific location.
* What would you want to know about an event in order to decide if you're interested in going? I would want to know if it is available in my location,
  + *(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.

VA webpages always have bland colors. I am already disappointed because I am expecting things to be cluttered. It could use a different title. You should be able to sort/search by location so that you don’t have to look through everything.

What do you think you can do from this page?

**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? First I would Google the VA in my location. Then I would search for hiring benefits. Is there an option to search for that? Outreach events to me means that this would be the wrong place to search. I am thinking it is for giving out food, clothes, or church events. I am confused about the main narrative of this section. I would not go here for a job search. \*Did not see anything on page 1 or 2 that they were looking for\* Each of these different types of events should be sectioned off. Anything job related should be in its own section, Veteran Jobs. Trauma talks and online yoga-type of events should have their own section – it is not a main offer from the VA. This is too much of everything in one location. Nobody is going to go through a list of random events. They should be sectioned off and site-specific. Most of this is not helpful to me – it is too jumbled.

Going to VA.gov triggers dread.

\*Did not find the event they were looking for\* I DO see the GI Jobs Virtual Career Expo.

*(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) / Next month (from Jan 1) / Specific date / Custom date range / Past events (doesn't work)*

The filters for next week and next month should be for the next 7 days and next 4 weeks – they should NOT start at the beginning of the next week/month. \*would use those ranges if they worked as hoped\* “All upcoming” makes the most sense – many of the other options are duplicated.

* What does *Specific date* mean to you? Specific date means that I can choose 1 specific date to search for
  + 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? Custom date range is searching through a few specific days
  + 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 open it by tapping the name. Would click register if wanted to go. For me, this is too many steps: having to register and create another login. Step 1 would be to click register. Step 2 would be to create a profile.

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? “Add to calendar”

* *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*

The filters for next week and next month should be for the next 7 days and next 4 weeks – they should NOT start at the beginning of the next week/month. \*would use those ranges if they worked as hoped\* “All upcoming” makes the most sense – many of the other options are duplicated.

Past events makes not sense if you can do a custom date range.

The default should be for events within the next month.

* *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 hope that clicking register for this event would allow me to sign up and would tell me how to access it online.

* *Feedback on "Check other times" button:* None – understood
* *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 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* \*Understood each date selection. Specific date means that I can choose 1 specific date to search for, custom date range is searching through a few specific days\*

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? \*Understood “Where”\*

For in-person events, what location information would be useful for you? City, state. VA location. There should be a location filter that allows you to include online events.

* *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?
* What would you like to *change* about what you've seen today?
* Is there anything else that we haven't talked about that you think I should know?