**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 phone
* Have you ever attended an event put on by the VA or a Veterans Service Organization? I went to a diabetes class, but that’s pretty much it.
  + If so, can you tell me about that experience? \*In-person, about 1 year ago\*
  + How did you hear about it? I was informed of the class during a routine visit by the nutritionist.
  + How did you sign up for it? I signed up while at the VA.
* If you wanted to attend a VA-sponsored event, how would you find it? VA.gov. I was on that page 3 days ago.
* What would you want to know about an event in order to decide if you're interested in going? First of all, location. Time. I’d check if they offer transportation. I have a mobility scooter.
  + *(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 page looks like a regular VA.gov page. The first sentence explains what the events here are for.

What do you think you can do from this page? It allows you to look at events – you can filter based on what you are looking for.

**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 go to Menu \*Didn’t, scrolled instead\* I see where it says Veterans programs and services (bottom of screen), so I would click that. Otherwise, I would use Menu because there is nowhere here to search for careers – that would minimize the sifting.

There is one that says GI Jobs Virtual Career Expo.

*(When see dropdown date filter options)* Could you stop for a minute? What are your thoughts on those options? I figured the filter wasn’t working – so I didn’t try it.

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)*

\*Understood next week and next month – no issues with it\*

* What does *Specific date* mean to you? I could enter in 1 date and search for then.
  + 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? That would be for if you wanted to search between now and sometime later in December.
  + 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 \*Defaulted\* / 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 on the name of the event – this gives you the when, where, and cost and you can add it to a calendar/Facebook/Twitter. Then I would click register and 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*
* *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 open up more times for this event and then I would register. I ‘d expect to get a registration number and confirmation email.

* *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. Searched through entire event list, would want to use search for “Memorial Day”

* *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. \*Searched through event list. Did not use filter again.\*

* *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?

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

It may be good to have a contact number or email to reach out to.

Having City and State will suffice.

* *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? It was interesting. This will help Veterans find events, especially when traveling.
* What did you *dislike* about what you've seen today? I didn’t dislike anything.
* What would you like to *change* about what you've seen today? No, I am very familiar with VA.gov.
* Is there anything else that we haven't talked about that you think I should know? No, I think it is pretty self-explanatory and easy to use.