**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? Not sure, probably no.
  + 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? Probably email if it is included there. \*maybe receives email newsletter?\*
* What would you want to know about an event in order to decide if you're interested in going? The topic. The time. Who is presenting it. How big is the venue. Is it online or face-to-face.
  + *(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 looks like a normal government site with postings of the events that are forthcoming.

What do you think you can do from this page? I could click the hyperlinks for particular meetings. I can filter by various criteria. I could go to the next page of results.

**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?

*(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)*
* What does *Specific date* mean to you? I presume another window would come up where I could select one specific 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? I assume you would just select a start and stop date to search between.
  + 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)—***did this 1st and didn’t click “filter events”*/ 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. This is straight to the point. It gives the when and where. It says it's free. I have the option to add it to my calendar, which I would want to do. I would click register to sign up - 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? I’d like to use a search function – I’d expect it to be near the filter option. Maybe I would start by looking through past events to see if there were any in the past. It says that it repeats monthly on the 9th, so I can do a specific search for then.

* *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****)* selected this first. \*Unsure how “next month” worked. Thought it would be the next month from today, not the first of the month\* */ Specific date*—selected this third */ Custom date range* (Jan 1 - 31) selected this second */ 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’d click register for this event. I would click that before clicking “find other times.”

* *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 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.

It would be nice to have another filter option for location – by state or city.

* *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 is included in the details underneath.

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

Maybe an exact location – address. Also an icon that indicates you have to pay for the event.

* *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 clear, it looks professional, it isn’t wordy or jumbled, it is easy to know what the event is, where it is being held, and when it is. The “filter by” is easy.
* What did you *dislike* about what you've seen today? I don’t think I disliked anything. It looks like a standard government site. It didn’t take long to process my requests. Easy to read, easy to see [font], didn’t have to make it larger
* What would you like to *change* about what you've seen today? I’d appreciate having more visual separation between the text fields of the event search results (different background highlight color/tint for consecutive lines – not critical, just preference like you can do in Excel so rows aren’t all white.
* Is there anything else that we haven't talked about that you think I should know?

Some of the event titles are vague and I wouldn’t know what the event is about. One of them does not have a description. It would be nice if they added more detail to explain more about what the event is. Maybe there should be a template that everyone has to follow when adding an event to this page.