# Conversation Guide: Veteran Top Tasks MODERATED Interviews

## Warm-up Questions - 5 minutes

Let’s start with a few questions...

* I will be sharing a web page link with you during the session. How would you prefer to receive the URL?
  + I could dictate it to you or put it in the Zoom chat. *NOTE how to share URL: dictate / Zoom chat* Either one is fine.
* What kind of device are you using today? *(Computer / Tablet / Smartphone)* I am using my Apple iPhone
* *(If using assistive technology:)*
  + How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert?
  + How long have you been using a screen reader?
* Are you currently involved with the VA? If so, how? I am not. My dad goes to the VA because he is a Veteran. I speak to him on the daily, but other than that I don’t.
* Do you ever help him? At this point it is talking to him about it on the phone because we live far away from him. I just encourage him to speak to his doctor. My mom helps him with his benefits.
  + *(If yes:)* What kinds of VA-related activities do you do?
    - Can you tell me about some specific activities that you have done? *(RECORD tasks)*

| **VA-related activity or description** | **Last time did it** |
| --- | --- |
| *RECORD HERE...* |  |
| *.* |  |
| *.* |  |
| *.* |  |
| *.* |  |
| *.* |  |
| *.* |  |

* *(For each task mentioned:)* When was the last time that you did that? *(RECORD in table above)*
* Are there any VA benefits that you haven't used before but that you're interested in exploring? Not at the moment. I don’t know.
  + *RECORD: health care / education / career services / disability / housing loans / pension / life insurance / burial benefits / \_\_\_\_\_\_\_\_\_\_*

## Screen sharing

I have a survey that I'd like you to do while sharing your screen with me over Zoom.

While you're doing this survey, I would like you to *talk aloud* as much as possible so that you share what you're thinking, what you're doing, and what you're unsure about.

I'll have you start from a URL that I'm going to *[dictate/put into the Zoom chat]* for you to click on **bit.ly/3MswsXQ**

* *(If asked, reassure that this is a legitimate link to what I want you to test.)*

Do you see the link? I got it.

I would like you to share your screen with me--a web browser please. You might want to close any apps that you don’t want me to see.

* *(refer to Screen sharing instructions above, if needed)*

## Do the survey

I'd like you to do this survey and talk with me about it as you do it. I especially want to hear about anything that seems confusing or unclear to you. For code, enter P#.

* *RECORD survey start time:* 12:17pm
* *(If participant is on a phone and Zoom is in the way of the survey:)* You can drag the Zoom camera box off the screen to the side.
* *RECORD all feedback on survey--everything the participant says about the instructions or questions, but NOT their survey responses because those will be automatically saved online*

#### How do you typically interact with the VA? Check all that apply. None of the above

* *RECORD feedback on this question*

#### Please check the VA-related tasks that are most important to YOU personally right now, no matter how you do them (in person, on the phone, or online).

* *RECORD feedback on this question*

| **Task** | **Participant Comments (NOT whether they checked the box because that will be saved online)** |
| --- | --- |
| Learn about or file for disability compensation | I have talked a little about this with my dad. |
| Check the current disability compensation rates | I have not talked to him about. |
| Upload evidence to support disability claim | I have not talked to him about. Clicked |
| Check your claim or appeal status | Definitely about this one. I have talked to my dad about that. Clicked |
| Request a decision review (appeal) on a claim | I have not talked to him about. |
| File for a VA disability increase |  |
| View my disability rating |  |
| Learn about or apply for education benefits | I have not talked to him about. Most of these I have not talked to him about. So far they all make sense to me |
| Compare VA education benefits and rates by school |  |
| Check or update your current education benefits |  |
| Verify your monthly school enrollment |  |
| View your payment history |  |
| Pay your VA copay bill or other VA debt |  |
| Get help with your VA debt |  |
| Review or update direct deposit |  |
| Learn about or apply for VA health care |  |
| Update your VA health care information |  |
| Check your lab or test results | I have talked to him about this. Clicked |
| Message my doctor or get a health care message | I have talked to him about this. Clicked |
| Refill or track a prescription | I have talked to him about this. Clicked |
| Schedule or manage health appointments | We are currently talking about this so he can find himself a local therapist. I don’t have any questions, and I understand them all. Clicked |
| Find a mental health counselor or therapist | Clicked |
| Learn about or order hearing aid batteries | Clicked he just got hearing aids. |
| Get your VA medical records | Clicked |
| Learn about or file for travel reimbursement |  |
| Apply for a home loan Certificate of Eligibility (COE) |  |
| Get help with your housing, rent, or utilities |  |
| Update my contact information with VA |  |
| Review or update your dependents |  |
| Learn about or apply for a Veteran ID card |  |
| Get your VA benefit letters |  |
| Request your military records (DD214) |  |
| Find a hospital, clinic, pharmacy, or Vet Center |  |
| Find a VA form |  |
| Apply for the VA caregiver assistance program |  |
| Find Veterans events near me |  |
| Get help with your VA claim/application from a VSO or an accredited representative |  |
| Learn about job and training support available from VA |  |
| Learn about or apply for a Veterans Pension |  |
| Learn about or apply for life insurance |  |
| Learn if eligible for burial in a VA cemetery (pre-need determination) |  |

#### Are there any VA-related tasks that are important to YOU right now that you didn't see in the previous list? I would say N/A because everything I could think of was on there.

* *RECORD feedback on this question, and anything the participant says but doesn't type into the survey*

#### What VA-related tasks do YOU do most frequently? That questions, how should I answer that? I don’t have involvement with the VA per say besides through my dad. I would probably answer it N/A towards me because I don’t have direct contact with them. I would say I encourage him to talk to people about the things that he is dealing with in the VA. “Mental health issues.”

What do you talk to your dad about the most often? More about the things he needs to talk to his VA provider about. Things I think he needs to bring up to the provider.

* *RECORD feedback on this question, and anything the participant says but doesn't type into the survey*

#### What VA benefits (if any) do you have experience with? Check all that apply.

* *RECORD feedback on this question, and anything the participant says but doesn't type into the survey*

| **Option** | **Participant Comments (NOT whether they checked the box because that will be saved online)** |
| --- | --- |
| Health care (including clinic appointments, prescription refills, messaging) | *Clicks. I have experience with talking to my dad about this.* |
| Education (including GI Bill, Yellow Ribbon) | Clicks. I used my husband’s G.I. Bill to get my education. These are the ones I have had experience with. |
| Career services (including Vocational Rehabilitation & Employment, small business certification) |  |
| Disability (including claims and appeals) |  |
| Housing (including adaptive housing, home loans, homelessness services) |  |
| Pension |  |
| Life insurance |  |
| Burial benefits or memorial items |  |

* *RECORD survey end time: 12:33pm*

## Post-Task Interview - 5 minutes

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

I'm interested in hearing your thoughts on the survey you just did.

* What did you *like* about the survey? I definitely liked that it hits the key points ie prescriptions. The one thing I didn’t really see the mental health on there.
* Was there something else in regard to mental health that you didn’t see on there? Oh wait that is it. I just forgot about that.
* Anything else you liked about it or that is missing? Nope
* What did you *dislike* about the survey? I don’t think I disliked anything. It was very self-explanatory.
* If I was not here, would you think this survey did not apply to you? I would still fill it out.
* What would you like to *change* about the survey? I would say nothing. I think it is pretty well set up.
* Was there anything that you found to be *difficult or confusing*? No.
* Do you have any other feedback for if you were doing the survey by yourself (without having me here in this session)? I don’t.
* You mentioned you used the G.I. Bill through your husband, is he not involved with the VA either? Not yet, he is still active duty. My husband has been in for 24 years.
* Seeing as your husband would be going through this in the future is there anything VA benefits you would be interested in after he gets out? I would say he needs counseling. I think that is the main one.
* Getting him involved in mental health, do you see him signing up for VA healthcare? Yes.
* Is he currently getting healthcare through the military? Yes
* Do you want to share the services you get now? I have had my fair share of PCMs that have been hits and misses. Those are the military doctors. Definitely hits and misses with some of them. Some I have liked and some I do not. I’m huge on standing up for yourself when you know something is wrong when they think they are right. I have had to stand up for myself when they continuously tell me something is not wrong when I know something is.
* Is there anything you would like to continue to use when he gets out? Not at the moment.
* Is there anything else that we haven't talked about that you think I should know? Nope. Thank you.

## Thank You and Closing - 1 minute

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to learn about Veterans so we can improve the online tools that we provide.

Thank you so much again, and I hope that you enjoy the rest of your day!