# 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? Zoom chat will work.
  + I could dictate it to you or put it in the Zoom chat. *NOTE how to share URL: dictate / Zoom chat*
* What kind of device are you using today? *(Computer / Tablet / Smartphone)*
* *(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? Yes.
  + *(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...* |  |
| *. 30% disability* |  |
| *. Medical Care* | For my last physical. I want to say February. |
| *. Mental Health* | Attempted |
| *.* |  |
| *.* |  |
| *.* |  |

* *(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? No, not that I can think of. I know they have job placement, but I have never been given any information on how to find them. I was given a name to follow up with, but it was not their job to help me with that opportunity. I dropped it after that.
  + *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? Yes, I do.

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: 4:45pm*
* *(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. Visit VA location and call the VA.

* *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 | * *As I am reading through all of these, I agree with them all so far. So far, they are all important to me with where I am right now. Although I already have disability, I would like more information on how to get help with other issues they did not cover and get those issues covered as well. To learn the process better to know how to increase my disability and not lose my disability.* |
| Check the current disability compensation rates |  |
| Upload evidence to support disability claim | I have found evidence to support my claim, so this is important to me. |
| Check your claim or appeal status | To keep up to date on my claim is important because I want to know where it is at in the process. They are all important because I have been through this before. |
| Request a decision review (appeal) on a claim |  |
| File for a VA disability increase |  |
| View my disability rating |  |
| Learn about or apply for education benefits | I would rather do this in person. I like to go to the VA if possible because it is something I have earned. |
| Compare VA education benefits and rates by school | When I first got out, I did use the VA educational. Just staying in the know. |
| Check or update your current education benefits | Just staying in the know. |
| Verify your monthly school enrollment | Once you are enrolled in school just making sure you check your information. I am currently enrolled in a course for I.T.  **\*Are you getting funded through the VA?\*** No. I am not sure how they are getting funded, but because I am a Veteran I am in the program. |
| View your payment history |  |
| Pay your VA copay bill or other VA debt |  |
| Get help with your VA debt |  |
| Review or update direct deposit | Everyone wants to know how to do that. |
| Learn about or apply for VA health care | Being at 30% I am kind of already enrolled if that makes sense. **\*So, you are enrolled? \*** Yes, being on disability. It allows me to go in three times a year. Outside of that I would have to pay for it. **\*At the moment you cannot go into the VA for anything you can only be seen for what you get disability for, are you thinking of signing up for full services? \*** Not really. No one thinks about healthcare until they need it. |
| Update your VA health care information |  |
| Check your lab or test results | To check your lab or test results I have not been able to do that online. **\*Is that something you would like to do online if you could? \*** Yes, I would instead of having them call me. |
| Message my doctor or get a health care message |  |
| Refill or track a prescription |  |
| Schedule or manage health appointments | I don’t know how else to say that is important. **\*And you have experience with making appointments? \*** Yes. |
| Find a mental health counselor or therapist |  |
| Learn about or order hearing aid batteries |  |
| Get your VA medical records |  |
| 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 | I already have a VA card. |
| Get your VA benefit letters |  |
| Request your military records (DD214) | If you have a copy just to cover yourself is great because people lose paperwork all the time. |
| Find a hospital, clinic, pharmacy, or Vet Center | Google to find this. |
| Find a VA form | Google to find this. |
| Apply for the VA caregiver assistance program | I am not a caregiver. |
| Find Veterans events near me | **\*Can you explain to me how you are deciding what to click on? \*** I think all these are important to me, but I think I am just clicking on the ones that I am dealing with currently at the moment. Sometimes I feel isolated so to be able to surround myself with others who may understand what I have gone through. |
| Get help with your VA claim/application from a VSO or an accredited representative | For my first claim I had issues getting in contact with a VSO, so I went through the DAV. It would give you more opinions to help point you in the right direction. |
| Learn about job and training support available from VA | I did find my training through the VA, I found that on my own researching. |
| Learn about or apply for a Veterans Pension | I don’t even know what this is to be honest. |
| Learn about or apply for life insurance | I don’t think I want VA life insurance. I haven’t investigated it to say if it is good or bad. I know I could shop around and find something better. |
| Learn if eligible for burial in a VA cemetery (pre-need determination) | This is just something I want to know. |

#### Break it down into sections. Like medical, education, and benefits. I am sure it could be broken down more. For one page, the information is overwhelming. I had to keep reminding myself of the initial question. I just try to keep repeating it in my head as I was reading the statement I needed to answer.

#### Are there any VA-related tasks that are important to YOU right now that you didn't see in the previous list? “No.”

* *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? Probably, I don’t know. I don’t really talk to the VA often. I call about my health basically. The background on that I am not sure if that is important.

* *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) | *That is a difficult question. I am reading the question and checking all that apply to me. I checked all that applied to me.* |
| Education (including GI Bill, Yellow Ribbon) |  |
| 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: 5:09pm*

## 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 liked that it was detailed. It covered a wide variety of things. I like that it is short. I did like that the items that were related were near each other.
* What did you *dislike* about the survey? I didn’t like, as I stated earlier, that first question was very long. I think breaking it down into smaller sections wouldn’t hurt anybody.
* You wouldn’t mind questions asking the same thing just listing different options? Correct.
* What would you like to *change* about the survey? No, just change what I said.
* Was there anything that you found to be *difficult or confusing*? No.
* You mentioned about not knowing what the pension was, did everything else make sense to you? Yes.
* Do you have any other feedback for if you were doing the survey by yourself (without having me here in this session)? No. I am not even sure if I asked any questions about the survey.
* You mentioned about breaking into different parts, can you tell me what parts? Healthcare, education, disability, and benefits.
* So, having it be smaller so you don’t scroll back and forth would be beneficial? Yes.
* Is there anything else that we haven't talked about that you think I should know? No.

## 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!