**Conversation Guide - Study 7**

**Moderator Logistics**

Conducting this study in-person onsite at VA medical centers. Logistics will vary based on site.

* For the Durham site visit we are planning two teams, one looking at mobile and one at desktop. Both teams will use the same guide.
* This guide is meant to be flexible for the moderator, due to time constraints with each participant please follow their interests.
* If the user attempts to access incomplete pages, guide them back to preview.va.gov.

**Intro - 2 minutes**

Hi! My name is [NAME] and this is [NAME], we work at VAs central office and would like to get your feedback on a new design for VA's website. Could you take a few minutes to talk with us?

Great, thank you!

Before we start, a few things to mention:

* We will be looking at the new va.gov website
* This should only take about 15 to 20 minutes
* We appreciate your open feedback so please tell us your honest opinion
* We are taking notes and recording this session, but we will not use your name in association with these records
* Please take a moment to read this informed consent document, if you agree please sign, print your name, and date the form.

*\*\*\*Sign informed consent\*\*\**

**Warm-up - 3 min**

Before we look at the new website, could you please tell us:

* What are some reasons you would visit a VA website today?
* Would you typically use your phone or a computer?

**Task 1 Homepage - 5 min**

*Navigate user to https://preview.va.gov*

Please take a moment to look at this new version of VA’s main website.

* What are your impressions of this site?
* What do you think of the layout of this page?
  + *If they don’t mention it, ask about the Veteran images*
  + *If they don’t scroll down, prompt them to scroll down and give feedback*

**Task 2 Health Care Activity - 5 min**

*Start from preview.va.gov homepage*

* You mentioned in the beginning that you would go online to [refill your prescriptions]. How would you do this on the website?

*We are interested in watching the user’s approach.*

* *What path do they use, HP link, navigation, etc?*
* *What do they say about the content pages or tool landing pages?*
* *What are the difficulties when trying to login? How far do they get?*
* Was that experience what you were expecting?

**Task 3 Health Care Hub - 5 min**

*Navigate user to the Health Care Hub* [*https://preview.va.gov/health-care/*](https://preview.va.gov/health-care/)

* What do you think about the information on this page?
* Do you think this would be useful to you?
* Did you notice the contact numbers [DESKTOP: on the right side of the page] or [MOBILE: under the connect with us menu at the bottom of the page]? What do you think about this information?

**Task 4 Content Page or Tool Landing Page - 5 min**

*Return user to one of the content pages or tool pages they visited in Task 2 or 3*

* Please take a look at the navigation options on [DESKTOP: the left side of the screen] or [MOBILE: under the more in this section menu].
* What do you think about the options in this menu?
* Would you use this menu to navigate the website?

**Task 5 Sign-in and Dashboard - 5 min**

*Return user to the homepage - preview.va.gov*

* Where would you go on this page to login to your account?
  + *Prompt them to sign in if they can, if not use a production account to log them in*
* What do you think you can do here?
* What were you expecting to see?
* Do you find this information useful?

**Post-study - 2 min**

Thanks for taking a look at the new site. We have two follow up questions.

* How did that compare to your past experiences with VA websites?
* If this website went live tomorrow, what would you want other Veterans to know?

**Thank-you**

We appreciate you taking the time to share your thoughts with us. Your feedback is helpful as we continue to work on the site and make sure it works for Veterans!