

# APIs - Exploring Federal Consumers' Experience with Lighthouse APIs:

## Conversation Guide

**VA Burden Statement:** An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0770, and it expires 11/30/2026. Public reporting burden for this collection of information is estimated to average 60 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at [VACOPaperworkReduAct@va.gov](mailto:VACOPaperworkReduAct@va.gov). Please refer to OMB Control No. 2900-0770 in any correspondence. Do not send your completed VA Form to this email address.

## Introduction

Thanks for joining us today! My name is [Interviewer Name] and I am a researcher for the Lighthouse Developer Experience team. I also have some colleagues on the line observing and taking notes.

- **Current Customer:** Today we're going to talk about your experiences using Lighthouse APIs. We would like to learn about your experiences integrating with Lighthouse APIs, the problems you are trying to solve, your current goals, needs, and any potential pain points.
- **Potential Customer:** Today we're going to talk about your future plan to integrate with Lighthouse APIs. We would like to learn about the problems you are trying to solve, your current goals, needs, and what you hope to achieve by integrating with Lighthouse APIs.

We will use this data to help inform future decisions for our technical teams who continually strive to improve our service for consumers. Before we start, I have a few logistical things to mention:

This entire session should take about 45-60 minutes. I want to be sure not to keep you longer, so I may occasionally prompt you with the next question or topic.

In this session, we want to hear your honest opinions. We are not testing you so there are no wrong answers. We welcome your feedback.

- Do you consent to participate in this study, and have the information you share used in the ways I previously described?
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. They will be deleted immediately after our notes are captured.

## Warm Up Questions

*To get started, can you tell me a little bit more about yourself?*

1. Where do you work?
2. What is your role?
3. What kind of work do you do?

## Exploratory Questions

- 1) I am new to learning about your work, do you mind explaining what you do?
  - a) What problems are you trying to solve? How were you made aware of these problems?
  - b) Who is impacted by these issues/problems (your team, a Veteran, dependents, etc.)?
  - c) How does your team currently solve those problems?
  - d) **Current Customer:** How does the data that comes from Lighthouse APIs help your team with these problems?
  - e) **Potential Customer:** What do you hope the data that comes from Lighthouse APIs will help your team achieve?
    - i) What problems do you hope to solve?
  - f) With the work you are doing for [insert federal org] who is your target audience?
- 2) Why are those individuals the target audience?
  - a) What are you providing them?
  - b) What, if any, are your interactions with this group of people?
  - c) What role do Veterans and their dependents play in your team's broader initiative/goals?
- 3) What is a typical day like for you and your team?
  - a) Who all does your team consist of?
  - b) What types of tasks do you encounter throughout your day?
  - c) What are some goals your team is currently working on?
  - d) Who else do you work with to accomplish those goals or solve problems?
  - e) How would you describe the team's mission?
  - f) What would you say are the team's biggest challenges or problems?
  - g) What do you think would change for the team and/or your users if these problems were solved?
- 4) How did you learn about Lighthouse APIs?
  - a) **Current Customer:** Do you know how or why the decision was made to integrate with Lighthouse APIs?
  - b) **Potential Customer:** What is driving your decision to integrate with Lighthouse APIs or not?
  - c) If you bump up against an issue or question with Lighthouse APIs, how do you get your questions answered?
  - d) How are you communicating with people at Lighthouse?
    - i) How is that experience for you?
  - e) Do you contact a general help email with Lighthouse (Marmoset) or reach out to a product owner you know directly?
- 5) **(Current Customer)** What data are you currently using from our Lighthouse APIs?
  - a) What tasks do the APIs/data help you perform?
  - b) How does that data help your team solve problems?
  - c) Do you know which endpoints you are using from the APIs you are integrated with now?
  - d) How would you solve those problems without this data (the APIs)?
    - i) What workarounds are available to you?
  - e) Are there other types of data that you are interested in or need?
    - i) If yes, why would that data be useful?
  - f) Are there other Lighthouse APIs you plan on integrating with?

- i) If yes, why those APIs?
  - ii) What problems do you hope they will solve for your team?
- 6) **(Potential Customer)** What are your data needs from Lighthouse APIs?
- a) What tasks do you hope the APIs/data will help you perform?
  - b) What problems do you expect the APIs/data to solve?
  - c) How do you currently solve these problems?
- 7) Are there other goals/problems to solve that you are working on?
- a) How do you currently address those problems?
  - b) What do you need to solve those problems?
- 8) What is your prior experience with using APIs (before using Lighthouse APIs)?
- a) What was that experience like for you?
  - b) Is there anything in particular that stands out to you as positive or negative about those prior API experiences?
- 9) **(Current Customer)** What has your experience been like working with the data/APIs offered by Lighthouse?
- a) What was your experience using Sandbox?
  - b) What do you think about the test data available?
  - c) What was your experience like getting Production access?
  - d) What do you think of the API documentation?
  - e) Was there anything about the process of onboarding you found especially easy or difficult?
- 10) **(Current Customer)** What are your current needs from Lighthouse APIs?
- a) Do the APIs you are integrated with work as expected?
    - i) Is there anything surprising or missing?
  - b) Is there anything you expected to happen that didn't when integrating with these Lighthouse APIs?
  - c) Are there any problems or things that didn't work well for you when using Lighthouse APIs?
    - i) Any barriers keeping you from using an API?
  - d) Why do you like it?
    - i) Why do you continue to use it?
- 11) **(Potential Customer)** What are your current needs from Lighthouse APIs?
- a) What do you expect to happen when integrating with Lighthouse APIs?
  - b) Are there any barriers keeping you from using an API?
- 12) [OPTIONAL] **(Current Customer)** Is there anything about your experience using our APIs that I didn't ask you that you think is important for me to know?
- 13) [OPTIONAL] **(Potential Customer)** Is there anything about the work you do or needs from Lighthouse APIs that I didn't ask you that you think is important for me to know?
- 14) [OPTIONAL] **(Current Customer)** If you had a magic wand and could improve how Lighthouse APIs function for the work you do, what would you change and why?

## **Thank You and End (2 minutes)**

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 work on our APIs. Thank you again and enjoy the rest of your day!