

# Print Styles Design

# The problem space

- Veterans have expressed interest in being able to print both the Review submission and Confirmation screens while completing forms on VA.gov
- Many confirmation screens prompt the veteran to print this page for their records, however there
  is no current print style design implemented on VA.gov
  - This causes some strange printing errors!
- The goal is to design the print stylesheet to both follow best practices and standardize print stylesheets across all VA.gov pages

# Supporting research

- Caregiver usability study:
  - 5 out of 9 participants expressed the desire to print and/or take a screencap of the confirmation page to "prove" they submitted the form
    - One participant expressed desire to also have "proof" for Veteran
  - Almost all the participants mentioned the importance of that review page and confirmation information - One participant expressed the desire to print review pages.

"I think electronic transmission, getting to the VA in that way, there was a little bit of a paper trail in the electronic one, anyway, where I could go back and prove that I submitted something."

- Higher-level Review usability study:
  - "Most users wanted to print the submission page. Only one or two said they also wanted to print the review pages."

# Print style best practices

- Convert all color to print only in black
- Remove unnecessary imagery such as pictures and graphics
- Remove both nav and footer
- Display all collapsed elements
- Include urls to important links either in parenthesis or brackets
- Change buttons to text and incorporate url either in parenthesis or brackets
- Ensure margins are optimized for print
- Guarantee font size is optimized for print

### **Print Styles Design**

# Current print styles

Apply for health care Form 10-10EZ Please print this page for your records. Thank you for submitting your application Health Care Benefit Claim (Form 10-10EZ) for Greg A Anderson Feb. 19, 2020 How long will it take VA to make a decision on my application? We usually decide on applications within 1 week. We'll contact you by email if we: ■ Successfully receive and process your application, or · Can't process your application for any reason If we need you to provide more information or documents, we'll contact you by mail. If we haven't contacted you within a week after you submitted your application Please don't apply again. Instead, please call our toll-free hotline at (877-222-8387). We're here Monday through Friday, 8:00 am to 8:00 pm How can I check the status of my application? Sign in to VA.gov You can sign in with your DS Logon, My HealteVet, or ID.me account. If you don't have an account, you can create one now. https://staging.va.gov/health-care/apply/application/confirmation

If you haven't yet verified your identity, complete this process when prompted This helps keep you information safe, and prevents fraud and identity theft. If you've already verified your identity with us, you won't need to do this again. 3 Go to your personalized My VA homepage Once you're signed in, you can go to your homepage by clicking on the My VA link near the top right of any VA.gov page. You'll find your application status information in the Your Applications section of you homepage. Please note: Your application status may take some time to appear on our homepage. If you don't see it there right away, please check back later. How will I know if I'm enrolled in VA health care? If enrolled, you'll receive a Veterans Health Benefits Handbook in the mail within about 10 days. We'll also call to welcome you to the VA health care program, help you with scheduling your first appointment, and answer any questions you may have about your health care benefits. Find out what happens after you apply What if I have more questions? Please call 877-222-VETS (877-222-8387) and select 2. We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET. https://staging.va.gov/health-care/apply/application/confirmation

**Apply for VET TEC** Form 22-0994 Your claim has been received We usually process claims within 30 days. We may contact you for more information or documents.

Please print this page for your records. Education Claim (Form 22-0994)

for Greg A Anderson

Confirmation number

V-EBC-4386

Date received

Feb. 19, 2020

Your claim was sent to

Eastern Region **VA Regional Office** P.O. Box 4616

Buffalo, NY 14240-4616

What happens after I apply?

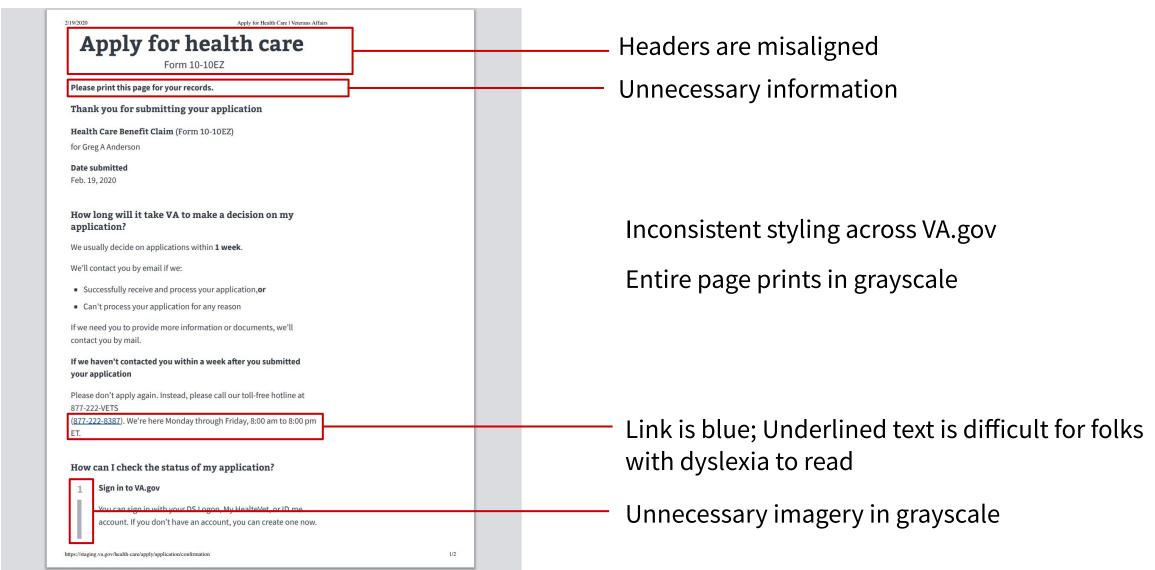
Find out what happens after you apply

Need help?

If you have questions, call 1-888-GI-BILL-1 (888-442-4551), Monday -Friday, 8:00 a.m. - 7:00 p.m. ET.

https://staging.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/vettec-high-tech-program/apply-for-vettec-form-22.0994/confirmation

# Current print styles

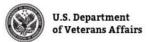


# Proposed print style

- Prints in black and white
- Consistent format of pages across VA.gov
- Text styling
  - All text is left aligned
  - Indented for scannability
- Link styling
  - Buttons are displayed as links with link in parenthesis
  - Neither links nor phone numbers are underlined for accessibility
- Rendered for print accuracy (accessibility and readability)

02/19/2020

https://va.gov/health-care/apply/application/confirmation



### Order hearing aid batteries and accessories

Form 2346

#### Your order has been submitted

We'll send you an email confirming your order to email@gmail.com.

#### Your order details

Order date: November 7, 2019

Items ordered

**ZA1239 Batteries** 

Qty: 60

Oticon medium domes

Qty: 10

### How long will it take to receive my order?

You will receive an email containing an order tracking number within 1-2 business days.

You are able to view both the status of your order and your order history any time.

View your order history (https://va.gov/health-care/apply/view-order-history)

### What if I have questions about my order?

If you have any questions about your order please call the Denver Logistics Center at 303-273-6200.

# Consistency across confirmation screens

02/19/2020

https://va.gov/health-care/apply/application/confirmation



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02/19/2020

https://va.gov/health-care/apply/application/confirmation



### Apply for family caregiver benefits

Form 10-10CG

#### Your application was received

We'll send you an email confirming your order to email.va.gov.

#### **Applications details**

Submission date: February 19, 2020

#### Form submitted

Family Caregiver Benefits (form 10-10CG):

for Jonathan Jacobsen

Confirmation number:

V-ECD-3423

### What happens after I apply?

We usually decide on applications within 30 days.

If we need you to provide more information or documents, we'll contact you by mail.

#### What if I have questions about my order?

If you have any questions about your order please call the VA Caregiver Support Line: 855-260-3274.

## Application on review submission screen

02/19/2020

https://va.gov/health-care/apply/application/review-and-submit



### Apply for health care

Form 10-10EZ

#### **Veteran Information**

#### Veteran information

First name: Greg

Middle name: A

Last name: Anderson

Suffix: Not applicable

Mother's maiden name: Not applicable

#### Veteran information

Date of birth: 04/05/1933

Social security number: 796-12-1200

City: Not applicable

State: Not applicable

#### Veteran information

Gender: Male

Marital status: Never married

Which categories describe you? American Indian or Alaskan Native, Black

or African American, Asian, White

#### Permanent address

Country: United States

Street: 140 WHITEHAVEN CIR

Line 2: Apartment 30

02/19/2020

https://va.gov/health-care/apply/application/review-and-submit



City: HIGHLANDS RANCH

State: Colorado

Postal code: 80129

#### Contact information

Email address: veteran@gmail.com

Re-enter email address: veteran@gmail.com

Home telephone number: Not applicable

Mobile telephone number: Not applicable

#### Military Service

#### Service periods

Last branch of service: Army

Service start date: 04/06/1980

Service end date: 05/07/1984

Character of service: General

#### Service history

Purple Heart award recipient: True

Former Prisoner of War: Not applicable

Served in combat theater of operations after November 11, 1998: Not applicable

Discharged or retired from the military for a disability incurred in the line of

duty: Not applicable

Served in Vietnam between January 9, 1962 and May 7, 1975: Not applicable

Exposed to radiation while in the military: Not applicable

Received noise/throat radium treatments while in the military: Not applicable

## Next steps

- Questions we have:
  - Has anyone been part of an initiative to implement print styles on VA.gov?
  - What feedback do you have for our designs?
- We will post a GH document containing both our designs and notes after this presentation
- We hope to finalize a design that can be implemented soon!

# Thank you!