Observation	P1	Р3	P4	P6	P7	P8	P10 I	P11 F	12 F	213 F	217 P	18 F	P19 I	P20	P22 P	P23									
General		Ť	i								ď		ij		- 1										
Participant is a Veteran	√	V	V	V	√ .	√ ·	v .	V 1	/ >	1 3	1 1	,	<i>J</i> .	V .	V										
Veteran left active duty between 1970-1979					√																				
Veteran left active duty between 1980-1989					`										V										
Veteran left active duty between 1990-1999	√							V		1	1				•										
•	٧							١ ،	1	,															
Veteran left active duty between 2000-2009		V	V	V		V	-1	- '			V		,	-1											
Veteran left active duty between 2010-2019		V	٧	٧		V	V		,	1	ν	- '	٠ '	V											
Veteran left active duty between 2019-2022									1	-						,									
Participant is a caretaker or a family member of a Veteran															٧	٧									
Mental Model																									
Participant expressed that they felt the VA was not something they wanted or needed	V					V		V							V										
Participant expressed that their view of the VA was negative		V	V		√ .	√	√ .	V	١	/	1				V										
Participant did not feel confident that they would receive benefits					√			V .	1	١	/				V										
Participant felt confident that they would receive benefit they applied for			V	√		V								V											
Participant expressed that they were unaware which benefits they were eligible for	V				√ .	V	√ .	V ,				,	V		V										
Learning Modes																									
Participant learned about benefits offered through the VA																									
during military outprocessing Participant did not learn about benefits during military out		V				V	V		١	1	٧			√											
processing								١	1						V										
Participant took TAPs classes when leaving the military			V				√																		
Participant felt that the TAPs classes were helpful		V																							
Participant did not feel that the TAPs classes were helpful			V				•	V																	
Participant learned about benefits from other Veterans		V	V	√	√ .	√	√	١	1			٦	V		V										
Participant learned about benefits assistance from a VSO	√	√		√	√ .	√		٧ ،	1	٦	1 1				√										
Participant learned about benefits offered through friends, family		V			V			V																	
Participant learned about benefits through online resource such as Reddit or Facebook	ı √		V																						
Participant learned about benefits offered through the VA from the VA in person or online						V	V		,	1	V			V	V	V									
Enrollment Experience																									
Participant was enrolled due to medical retirement automatically by the VA									,	,															
Participant has enrolled in benefits on their own	√				√					1	1 1														
Participant completed paper forms	√		V		√		√ .	V 1	1	`	1														
Participant applied in person for benefits		V						V		1	1														
Participant applied online for benefits		V	V		·	•	•	•	,	1 3	1														
Participant enrolled in benefits with assistance from VSO	√	•	, ·	V	V		v .	V 1	,	1	1 1	,	J		V V	J									
Participant applied for benefits with assistance from VA	*	V		,		V		•	١.		- '	-1		V	. "										
Participant applied in benefits with assistance from Veteran community		,				•			,																
Participant enrolled in benefits with assistance from online resources such as Reddit or Facebook groups			V																						
Participant has been interested in benefits but was told that they were not eligible due to time passed since leaving the			٧																						
military Participant made payments to VSO after receiving help with	√		V		V																				
applying for VA benefits	V																								
Interactions with the VA																									
Participant expressed that visiting VA office was difficult due to time or travel		V					V	١	1	1	1														
Participant felt that their interactions with the VA locations were positive												,	J		V V	V									
Participant felt that their interactions with the VA locations were negative		V	V		V		√ .	٧ ،	1	1	/ 1														
Participant described experiencing inefficiencies within the VA such as re-filing paperwork, following up, unclear or inconsistent communication		V	V		v .	V	√ .	V ,	,	,	/ \														
Participant felt the process was complicated	√	,	v					V 1					,		V V	,									
Participant felt the process was complicated Participant felt they understood the process	٧		*		1	*	*	,		'	· · ·	-1		V	, V	'									
	V		√	V	√ .	V	√ .	V 1	1 5	1	1	١,			V V	.1									
Participant expresses that process was long	٧	ν	٧	٧	ν.	٧	۷.	٧ ،	1	/	1 1	- '	V		V V	V									
Participant felt the process was timely	Ĺ	Ė	Ė												Ι,										

Observation	P1	P3	P4	P6	P7	P8	P10	P11	P12	P13	P17	P18	P19	P20	P22	P23	
Benefits																	
Participant is enrolled in health or disability benefits	√	√	√	V	√	√	V	V	√	√	√	√	√	√	V	V	
Participant is enrolled with education benefits		√	√			√	V			√		√	√	√			
Participant is enrolled in VA Home loan program	√					√			√								
Participant is enrolled in VRE program			√							√		√					
Veteran Preference																	
Participant would prefer the process to be done on paper					√										V		
Participant would prefer the process to be online	V	V	√	V			V	V	V	√	V	1	√			V	
Veteran expressed that they believe a VSO should be housed inside VA offices						V											