

Forms Library Team Research

Review Page - Round 2 Usability Research Findings



U.S. Department
of Veterans Affairs

What is the Forms Library Team?

What is the Forms Library Team (FLT)?

The Forms Library Team (FLT) is part of the VA.gov Platform Teams. We are one of four “Spike teams” **tasked with improving the forms library for VFS teams.**



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Background and goals

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In a continuation of research kicked off in April, the Forms Library team developed two new Review Page designs and tested their usability in a second round of research.

The findings from this research will help the team better understand Veteran needs and expectations around the Review Page. The Review Page pattern that best suits Veteran needs will be chosen to build in the upcoming working demo of the new Forms Core system.

Our goals were to understand:

- How Veterans use the Review Page in the forms experience by using the Application for Burial Benefits form Review Page (21P-530) as an example
- Pain points and accessibility issues on the Review Page of the Application for Burial Benefits form experience
- How Veterans interact with the Review Page components in order to determine which of the two design options to use

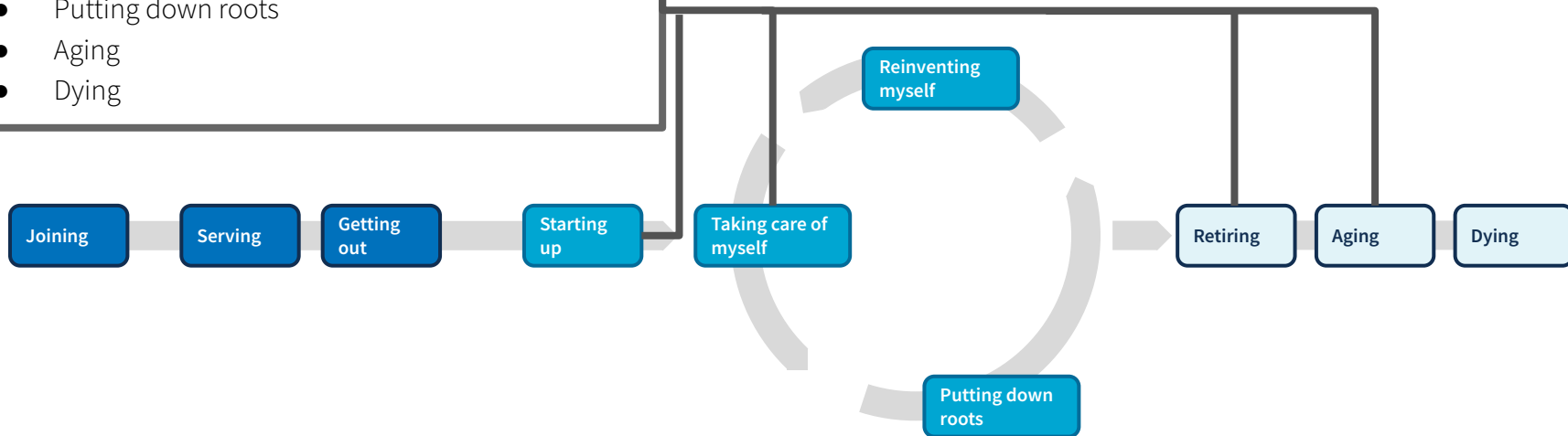


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How this research maps to the Veteran journey

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- Starting up
- Taking care of myself
- Reinventing myself
- Putting down roots
- Aging
- Dying



For a fully detailed Veteran journey, go to

<https://github.com/departement-of-veterans-affairs/va.gov-team/blob/master/platform/design/va-product-journey-maps/Veteran%20Journey%20Map.pdf>

Serving and separation

Living civilian life

Retiring and aging

VA



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What did we do?

OCTO-DE goals that this research supports

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Supported

Not supported

Veterans and their families can apply for all benefits online

Veterans and their families can find a single, authoritative source of information

Veterans and their families trust the security, accuracy, and relevancy of VA.gov

Veterans can manage their health services online

VFS teams can build and deploy high-quality products for Veterans on the Platform

Logged-in users have a personalized experience, with relevant and time-saving features

Logged-in users can update their personal information easily and instantly

Logged-in users can easily track applications, claims, or appeals online

Measures to increase

Completion rate of online transactions

Percent of applications submitted online (vs. paper)

Veteran satisfaction with VA.gov
Benefit use and enrollment, across all business lines

Benefit value (in \$) delivered from online applications or transactions

Number of VA.gov users as a function of total Veteran population

Usage of digital, self-service tools

Measures to decrease

Time to successful complete and submit online transactions

Time to process online applications (vs. paper)

Call center volume, wait time, and time to resolution

Time from online benefit discovery to benefit delivery

VA



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Participant Demographics

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Due to no-shows and recruiting results, we did not reach our target of speaking with Veterans:

- With cognitive disabilities
- Identify as LGBTQ+
- Identify as Black, Asian, or Native

We recommend studies with these underserved groups in the future.

This study was also not able to target accessibility tools like screen readers, since it was not a live code prototype, but that should be explored in future studies.

[Participant Tracker on Google Sheets](#)

Review Page Research Round 2																					
final # of participants		13	# of AT users					2	# of no shows					5							
Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Veterans																					
Based on current VA statistics																					
Age 55-64+	50.00%	7	5	0	0	1	0	1	1	N	N	0	0	0	1	0	1	0	0	0	0
Cognitive Disability	50.00%	7	2	N	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Mobile user	50.00%	7	5	N	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	N	1
Rural	25.00%	4	7	0	N	0	1	1	0	N	0	0	1	0	1	0	1	1	0	0	1
No degree	25.00%	4	2	N	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Other than honorable	21.00%	3	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Immigrant origin	17.00%	3	1	0	N	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Women	10.00%	2	4	N	0	0	0	0	0	N	0	0	1	0	1	0	0	0	0	1	1
Expat (living abroad)	0.40%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Race																					
Based on VA's projected statistics																					
Black	15.00%	2	1	0	0	0	0	0	0	0	N	0	0	0	0	0	1	0	N	0	0
Hispanic	12.00%	2	3	0	N	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1
Biracial	3.90%	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Asian	3.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Native	0.30%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LGBTQ+																					
LGBTQ+ Veterans are 5 times as likely to have PTSD																					
Gay, lesbian, or bisexual	--%	1	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	0
Transgender	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonbinary, gender fluid, gender	--%	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Assistive Tech (AT)																					
Ask an a11y specialist to help you complete this. Targets are for a general AT study.																					
Beginner AT User	50.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Experienced AT User	50.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Desktop Screen Reader (SR)	20.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile Screen Reader (SR)	20.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Magnification/Zoom	20.00%	1	2	N	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Speech Input Tech (Siri, Dragon)	20.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Aids	20.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sighted Keyboard	10.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Captions	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Switch Device	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Braille Reader	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Notes about your study																					
We had five no-shows. Five participants saw the mobile version of the prototype. P13 and P14 both experienced significant tech issues, so were only able to complete half an interview																					



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Research Method

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METHODOLOGY



13
Moderated / Zoom
Semi-structured
interview

DATES/DETAILS


July
6-27, 2022



- To learn about the Veteran's perspective, we conducted 1:1 semi-structured interviews over Zoom to understand their experience working with the current Review Page. The team chose the Burial Benefits form (21P-530) for this research effort.
- We presented two different designs of the review page as a clickable prototype to determine which would be more usable.
- Half of interviews were done with a desktop prototype, and half were done with a mobile prototype.
- Participants were asked to complete a simple, not-so-simple, and complex edit on each design.

Current Desktop Design

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 Talk to the **Veterans Crisis Line** now >

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[Home](#) > [Burials and memorials](#) > [Burial allowance](#) > [Apply for burial benefits](#)


Apply for burial benefits Form 21P-530



Step 6 of 6: Review Application

Claimant Information	+
Deceased Veteran information	+
Military history	+
Benefits selection	+
Additional information	+

Desktop Design Option #1 - Edit by Section

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Apply for burial benefits

Form 21P-530

Step 6 of 6: Review Application

On this page

- ↓ [Claimant information](#)
- ↓ [Deceased Veteran information](#)
- ↓ [Burial information](#)
- ↓ [Previous Names](#)
- ↓ [Benefits Selection](#)
- ↓ [Claimant contact information](#)

Claimant information

[Edit](#)

First name

Susan

Last name

Anthony

Relationship to the Veteran


Desktop Design Option #2 - Edit by Field



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[Home](#) > [Burials and memorials](#) > [Burial allowance](#) > [Apply for burial benefits](#)

Apply for burial benefits

Form 21P-530

Step 6 of 6: Review Application

On this page

- ↓ [Claimant information](#)
- ↓ [Deceased Veteran information](#)
- ↓ [Burial information](#)
- ↓ [Previous Names](#)
- ↓ [Benefits Selection](#)
- ↓ [Claimant contact information](#)

Claimant information

First name	Edit
Susan	
Last name	Edit
Anthony	

Mobile Design Options presented to the Veterans

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VA | **Apply for health care**
Form 1010-EZ

Sign in

[< Back](#)

Apply for burial benefits

Form 21P-530

Step 6 of 6: Review application

Claimant information

+

Deceased Veteran information

+

Military history

+

Benefits selection

+

Additional information

+

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information (See 18 U.S.C. 1001).

Existing Design

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VA | **Apply for health care**
Form 1010-EZ

Sign in

[< Burial allowance](#)

Apply for burial benefits

Form 21P-530

Step 6 of 6: Review Application

On this page

[↓ Claimant information](#)

[↓ Deceased Veteran information](#)

[↓ Burial information](#)

[↓ Previous Names](#)

[↓ Benefits Selection](#)

[↓ Claimant contact information](#)

Prototype Landing

Claimant information [Edit](#)

First name

Susan

Last name

Anthony

Relationship to the Veteran

Child

Deceased Veteran information [Edit](#)

First name

Mary

Last name

Anthony

Social Security

034-82-2015

Date of birth

May 14, 1967

Military History [Edit](#)

Service start date

June 13, 1977

Claimant information

First name [Edit](#)

Susan

Last name [Edit](#)

Anthony

Relationship to Veteran [Edit](#)

Child

Deceased Veteran information

First name [Edit](#)

Mary

Last name [Edit](#)

Anthony

Social Security [Edit](#)

034-82-2015

Date of birth [Edit](#)

May 14, 1967

Military History

Edit by Field

Edit by Section

What did we learn?

Key findings

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1. Most Veterans found success faster with the edit by section design.
 - a. Veterans found that the edit by section design had better ease of navigation and ease of reviewing and updating entire sections.
 - b. Qualitatively, Veterans were also able to navigate and intuitively understand how to update the edit by section design better than the edit by field design.
2. Though nearly all Veterans understood how to save a change and return to the review page without explanation, nearly half of them expressed confusion or uncertainty regarding the meaning of the Save & Continue, Back, and Continue buttons.
3. When returning to the review page after saving a change, all Veterans preferred being anchored to the section they just updated with a persistent confirmation notification.



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Details of Findings

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Compared to the edit by field design, Veterans found that the **edit by section** design had less visual clutter. Especially for Veterans using the mobile version of the form, the higher number of edit hyperlinks introduced the potential to mis-click and end up editing the wrong field.

Some Veterans also felt uncertain about what would happen when clicking Edit in the edit by field design. Would the edit button open the field within the review page? Or would it open to the field in the section page? Comparatively, the edit by section design introduced less uncertainty.

"In this one I just hit an edit button next to the group I wanted to change, but in the other one I could just click on the edit button next to the thing I wanted to change instead of having to scroll through that information. I liked this one because I like how it has one button to go to all the information. I like design 1." - P14



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Details of Findings

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Though nearly all Veterans understood how to save a change and return to the review page without explanation, nearly half of them expressed **confusion or uncertainty** regarding the **meaning of the Save & Continue, Back, and Continue buttons**. Some felt that the form may not save their changes if they used the Back or Continue buttons.

"The big save and continue was perfect. There should not be any continue button, it should just be a save and continue. Say something happened and I had to run away from my computer - it would not have saved my information and I would have to start all over. I think just the one save and continue button is fine. I may even take the back button out."
- P10

Social Security number (must have this or VA file number) (*Required)

034-82-2015

VA file number (must have this or Social Security number)

Date of birth (*Required)

Month

Day

Year

May

14

1967

Place of birth
(city and state or foreign country)

Save and Continue

<< Back

Continue >>



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Details of Findings

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Veterans **strongly prefer being anchored to the section they just edited** after submitting an update. **The persistent notification box** is also useful for Veterans with slow internet connections, since it's easy for the connection to drop and a change to not go through.

"I would not like having to scroll all the way back down to see if I updated that [section]." - P12

"I like the highlight that says 'Previous Name has been updated.' That stands out." - P14

"I do like how [the blue box] verifies that the change went through." - P17

Deceased Veteran information

[Edit](#)

Deceased Veteran information has been updated.

First name

Mary

Last name

Anthony

Social Security

034-82-2022

Date of birth

May 14, 1967

VA



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What do we do next?

Recommendations

→ Next Steps

- The team will document the simple, medium, and complex form edit scenarios to inform future implementation guides for forms components.
- The team will implement a new review page using the "edit by section" pattern for the future VA Forms System Core working demo.
- The team will reconsider the design purpose of the back and continue buttons with the help of the Design System Team.

