Background

As outlined in [Phase One](#) of the [VA Mobile App Discovery: UX Research Pla](#)n, we will be performing a card sorting activity to help us determine what feature set Veterans most desire in a VA mobile application. Here are some of the questions that we will answer during this initial phase:

1. What feature set do Veterans need on a mobile application with VA?
2. How do they prioritize that feature set?

Format

The study will be implemented in Optimal Workshop using their card sorting functionality. This enables us to easily perform this study remotely and collect the feedback in a more data oriented approach. Each section outlines a category or screen that the Veterans will see as we move through the study.

Screener question

Are you a Veteran who has used VA services through a website or application?

- Yes
- No (Reject)

Reject message

Thank you for your willingness to help!

We're focusing this study on veterans who have used online tools or mobile apps to interact with VA, and it looks like that's not something you do. We sincerely thank you and appreciate your time and dedication to help veterans. We hope to be able to hear from you in the future.

Page content

Each page of the study will have content that helps to inform the Veteran of what they are seeing and instructions for how to progress forward throughout the study. Below is a break down of those screens and the content to be implemented.

Welcome

Thank you for agreeing to participate!

We hope this won't take longer than 10 to 15 minutes to complete.

Your responses will help us to organize the possible features of a new mobile experience at VA. Ready to get started?

Screener

Are you a Veteran who has used VA services through a website or application?

- Yes
- No (Reject)

Rejection message

Thank you for your willingness to help!

We're focusing this study on Veterans who have used online tools or mobile apps to interact with VA, and it looks like that's not something you do. We sincerely thank you and appreciate your time and dedication to help veterans. We hope to be able to hear from you in the future.

Pre-task question

Thank you! First off, we will start with a few background questions. All of these questions are marked as optional.

1. What branch (or branches) of the military have you served in? Please select all that apply.
    a. United States Army
    b. Air force
    c. Navy
    d. United States Marine Corps
    e. Coast Guard
2. In total, how long was your service throughout your military career?
    a. Less than 2 years
    b. 2 - 4 years
    c. 4 - 6 years
    d. 6-10 years
    e. More than 10 years

Card sort instructions

Take a look at the list of items on the left.

Please move them into the groups that make the most sense to you for each card.

Please pick the three things most important to you and put them in the *Must have* group.

In the *Nice to have* group, please put the cards that are most important to you at the top. Don't worry about order as much after the first 5–8 cards.

If there are cards that are not important to you, put them in the *Not relevant* group.

There is no right or wrong answer, please share which things are more important **to you**.

When you've sorted all the cards into groups, click **Finished** in the top right of the screen. We will ask you a few follow up questions, but it shouldn't take long.

Introduction to post-study questions

You are almost finished! We have a few (optional) follow up questions for you These will help us make a VA mobile experience more useful for Veterans like you!

Post-study questions

1. Were there any mobile features that you felt were missing; other things we should include in a VA mobile experience? (open field)
2. Do you use a fingerprint or facial recognition to unlock your mobile device?
    a. Yes
    b. No
3. Do you use a fingerprint or facial recognition to unlock your mobile device?
    a. Yes
    b. No
4. Do you have any other comments or suggestions based on what you saw today? (open field)
5. How easy or difficult did you find sorting the cards find this card sort?
    a. Very Difficult
    b. Difficult
    c. Neither Easy nor Difficult
    d. Easy
    e. Very Easy

Thank you message

We really appreciate your time and perspective— thanks for taking part in our study! Your responses and feedback will be used to help improve your mobile interactions with VA services.

Closed

This is what folks will see if they go to the url and the study has been closed.

Thank-you for your willingness to help, but we've reached the maximum number of participants for this study. We hope we will be able to hear from you in the future!

List of cards

View a list of your claims information and relevant documents
View current status of a claim
Check your appeal status
Download all or some of your claims information
Create or edit a claim
Change your address, phone number or email address
Show a Veteran ID card
Access medical records
Download benefit letters
Ability to request your military records (DD2214)
Send secure messages to your healthcare team
Schedule and view healthcare appointments
View your payment history for a benefit you are receiving (such as education or compensation benefits)
Upload documents for your claims using your phone's camera
Contact customer service for any VA service via VA mobile chat
Add VA documents or cards (such as DD214) to your Apple Wallet or Android Pay
Ability to securely connect your DD214 data to your mobile application data
View prescriptions and request refills
Find VA facilities
Compare GI Bill benefits by school
See lab or test results

Sign in for an appointment
Get help in a crisis
Get notifications about things like secure messages, appointments, claims status, etc.

Resources

Native Solution Types Matrix

https://docs.google.com/spreadsheets/d/1zwPfqj1NU26FTOurblU0II9KQGO4QxieBp7hboYRU8o/edit#gid=0