

Observation	P1	P3	P4	P6	P7	P8	P10	P11	P12	P13	P17	P18	P19	P20	P22	P23						
General																						
Participant is a Veteran	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√							
Veteran left active duty between 1970-1979					√																	
Veteran left active duty between 1980-1989															√							
Veteran left active duty between 1990-1999	√							√			√											
Veteran left active duty between 2000-2009									√													
Veteran left active duty between 2010-2019		√	√	√		√	√					√	√	√								
Veteran left active duty between 2019-2022										√												
Participant is a caretaker or a family member of a Veteran																√						
Mental Model																						
Participant expressed that they felt the VA was not something they wanted or needed	√					√		√								√						
Participant expressed that their view of the VA was negative		√	√		√	√	√	√		√	√					√						
Participant did not feel confident that they would receive benefits					√			√	√		√					√						
Participant felt confident that they would receive benefit they applied for			√	√		√									√							
Participant expressed that they were unaware which benefits they were eligible for	√				√	√	√	√	√				√			√						
Learning Modes																						
Participant learned about benefits offered through the VA during military outprocessing		√				√	√			√		√		√								
Participant did not learn about benefits during military out processing									√							√						
Participant took TAPs classes when leaving the military		√	√				√															
Participant felt that the TAPs classes were helpful		√																				
Participant did not feel that the TAPs classes were helpful			√				√	√														
Participant learned about benefits from other Veterans		√	√	√	√	√	√		√					√		√						
Participant learned about benefits assistance from a VSO	√	√		√	√	√		√	√		√	√				√						
Participant learned about benefits offered through friends, family		√			√			√														
Participant learned about benefits through online resource such as Reddit or Facebook	√		√																			
Participant learned about benefits offered through the VA from the VA in person or online						√	√			√		√		√		√						
Enrollment Experience																						
Participant was enrolled due to medical retirement automatically by the VA										√												
Participant has enrolled in benefits on their own	√				√						√	√										
Participant completed paper forms	√		√		√		√	√	√		√											
Participant applied in person for benefits		√			√	√	√	√			√											
Participant applied online for benefits		√	√							√	√											
Participant enrolled in benefits with assistance from VSO	√			√	√		√	√	√		√	√	√		√	√						
Participant applied for benefits with assistance from VA		√				√				√				√								
Participant enrolled in benefits with assistance from Veteran community									√													
Participant enrolled in benefits with assistance from online resources such as Reddit or Facebook groups			√																			
Participant has been interested in benefits but was told that they were not eligible due to time passed since leaving the military	√		√		√																	
Participant made payments to VSO after receiving help with applying for VA benefits	√																					
Interactions with the VA																						
Participant expressed that visiting VA office was difficult due to time or travel		√					√		√	√	√											
Participant felt that their interactions with the VA locations were positive														√		√	√					
Participant felt that their interactions with the VA locations were negative		√	√		√		√	√	√		√	√										
Participant described experiencing inefficiencies within the VA such as re-filing paperwork, following up, unclear or inconsistent communication		√	√		√	√	√	√	√	√	√	√										
Participant felt the process was complicated	√		√		√	√	√	√	√	√	√	√	√			√	√					
Participant felt they understood the process															√							
Participant expresses that process was long	√	√	√	√	√	√	√	√	√	√	√	√	√			√	√					
Participant felt the process was timely																						

[illegible]