

Spanish Check-in & Toggle Design

August 2022

VA



U.S. Department
of Veterans Affairs

Background

The [patient check-in \(PCI\)](#) product is reimagining the ecosystem that allows a Veteran to check in for a medical appointment. The Modernized Check-In Experience Team created the portion of the ecosystem that enables a Veteran to utilize their mobile device to “check-in” through VA.gov. I.e., letting clinic staff know that the patient has arrived for their appointment.

To date, there are only a few studies that look into Veterans and their family members who speak Spanish as their primary language. Within this study, we want to understand Spanish-speaking Veterans:
perceive pre-check-in and check-in experience

High level view of the Veteran check-in journey

Pre-check-in

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Start pre-check-in

We need to verify your identity so you can start pre-check-in.

Your last name

Last 4 digits of your Social Security number

[Continue](#)

Need help?

For questions about your appointment or if you have a health-related concern, call your VA provider.
[Contact your VA provider.](#)

For questions about how to fill out your pre-check-in tasks or if you need help with the form, please call our MyVA411 main information line at [800-698-2411](#) and select 0. We're here 24/7.

If you have hearing loss, call [TTY: 711](#).


[Contact Us](#) [Veteran Programs and Services](#) [More VA Resources](#)

Check-in (day of appointment)

Have an appointment? Check in with your smartphone

- 1 Text **check in** to **53079** OR scan this code with your camera.

To: **53079**
Message: **check in**


- 2 Wait until you get a text back with a link. This should only take a few seconds.
- 3 Tap on the link to start your check-in. Data charges may apply.

Can't scan the QR code? Text us instead [@](#)
Need to update your information? Check in with a staff member instead [@](#)



MSA

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Check in at VA

We need some information to verify your identity so we can check you in.

Your last name

Last 4 digits of your Social Security number

[Continue](#)

Need help?

Ask a staff member.

[Contact Us](#) [Veteran Programs and Services](#) [More VA Resources](#) [Get VA Updates](#)

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You're checked in for your 1:00 p.m. ET appointment

We'll come get you from the **Cardiology Specialty Red Clinic #4** waiting room when it's time for your appointment to start.

[Go to another appointment](#)

Need help?

Ask a staff member.

[Contact Us](#) [Veteran Programs and Services](#) [More VA Resources](#) [Get VA Updates](#)

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Veteran waits to be seen

VA



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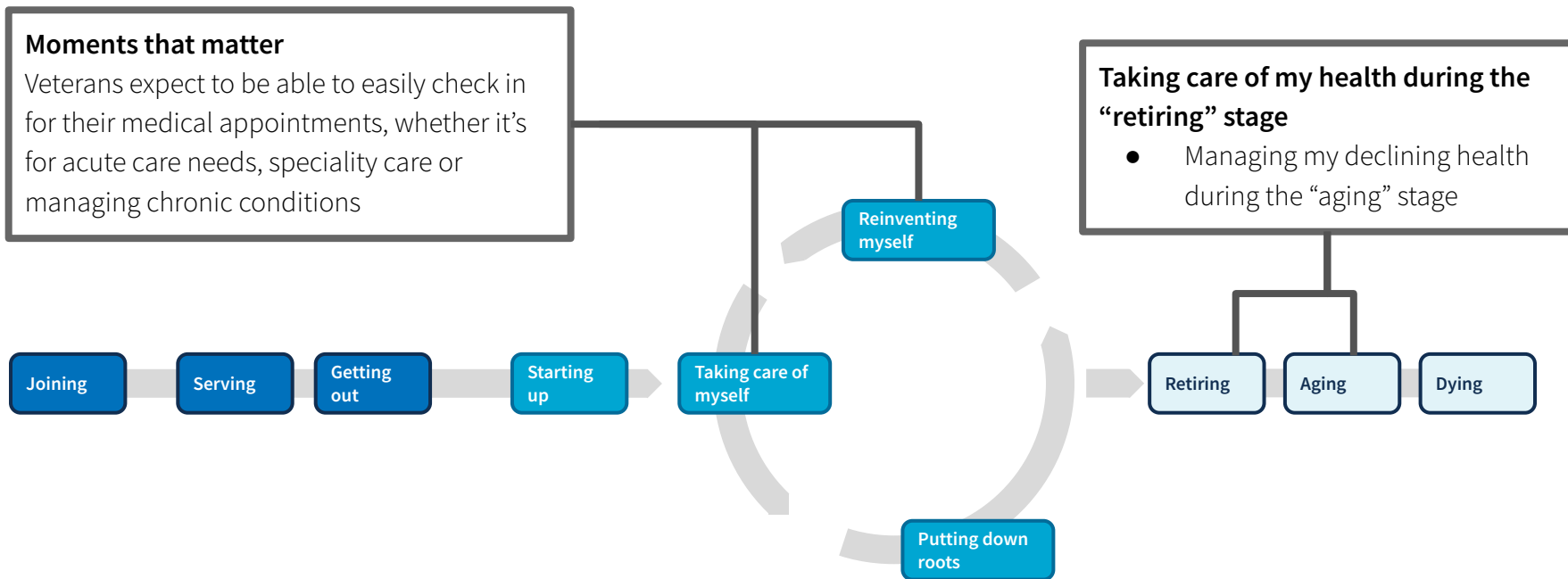
Our goals for this research with Veterans

- Understand the current check-in experience of Spanish–English bilingual Veterans and their family members.
- Ensure the translated experience meets plain language standards for Spanish-speaking Veterans.
- Identify suitable toggle design for partially translated content (not site-wide).
- Gather user feedback about simplified header and footer.



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How this research maps to the overall Veteran journey



For a fully detailed Veteran journey, go to

<https://github.com/departments-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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OCTO-DE goals that this research supports

Pre-check-in usability study | 11, 30, 2021

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

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Who we talked to

Tested with 11 Veterans

- 8 male; 3 female
- 4 Android users; 5 iOS users; 2 unknown
- 4 live with a cognitive impairment and/or functional disability
- 2 screen reader users
- 5 over the age of 55
- 8 identify as Hispanic, Latino, or Spanish origin; 2 identify as Black or African American; 5 identify as White or Caucasian (Some Veterans identifies as multiracial people.)

Findings may not include the perspectives of the following underserved Veteran groups

- Don't have a degree
- Low-english-proficient (LEP) Veterans

We recommend studies with these underserved groups in the future.

Limitations

- Could not speak with low-english-proficient Veterans directly; instead, conducted proxy research with bilingual Veterans
- Didn't include enough monolingual Veterans
- Lead researchers are not fluent in Spanish

Section A - Understand Spanish translated content

Duration

- About 30 minutes (includes prototype testing and post-task Interview)

Tools

- Screenshots of Spanish translated content on Sketch
- Remote sessions conducted over Zoom

Veterans

- 3 Veterans tested the complete check-in experience; 3 tested the pre-check-in sample pages:
 - Intro
 - Confirmation page
- 3 Veterans tested the complete pre-check-in experience; 2 were shown the check-in sample pages :
 - Appointment page
 - Confirmation page

Section B - Understand toggle design expectations

Duration

- About 30 minutes (includes impression test, prototype testing, and post-task Interview)

Tools

- Screenshots of Spanish translated content on UXPin
- Remote sessions conducted over Zoom

Veterans

- 2 Veterans tested the complete check-in experience
- 3 Veterans tested the complete pre-check-in experience

3 different designs

1)



English | Español

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

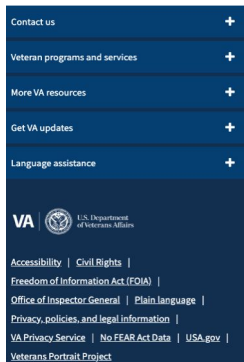
Last 4 digits of your Social Security number

(*Required)

Continue

Need Help?

Ask a staff member.



2)



Also available in Spanish and Tagalog

[Switch language](#)

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

Last 4 digits of your Social Security number

(*Required)

Continue

Need Help?

Ask a staff member.



3)



English | [Español](#) | [Tagalog](#)

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

Last 4 digits of your Social Security number

(*Required)

Continue

Need Help?

Ask a staff member.



Key Findings

Spanish-speaking group



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Finding #1

Most bilingual Veterans do not have a preference for Spanish or English content. However, some mentioned they prefer English because it is more precise and easy.

- 5 out of 11 Veterans prefer to read in English because it's clearer compared to Spanish
- 2 out of 11 Veterans prefer to read in Spanish when practicing or when Spanish is the original language

“If it comes in English, I'll be able to read it and understand it --- I don't have a preference if it's Spanish or English.”

“Now, English. Since there are different dialects of Spanish, it's difficult to understand.”

Finding #2

There are even differences between the cultures and languages in the Spanish regions.

VA Need to be careful when translating for Veterans from different Spanish regions.

“It gets tricky because words don’t translate to the other. So the dialects can be offensive if you are not careful.”

“The fact that most misunderstand the fact that the Latin America is put into one pot. Someone raised in different parts it is so huge, its two different cultures and languages.”



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The needs for Spanish content/service are not met.

- There is need for translating English into Spanish for family members.
- Veterans need Spanish content, especially **medical terms, benefit information**.

“Family member benefits. Since I am getting older, my wife won’t know what to do in their natural language. If my wife becomes a caregiver, she will have trouble navigating.”

“I do prefer to have medical information in Spanish for my mother to also read over. It was hard for me to reassure my mom about my recent back surgery because she couldn’t read about it.”

“My brother in law [is a Vet and LEP] has issues on what is available to him for benefits, there are a lot of options but the options are not clear enough.”

"I wouldn't mind medical information [in Spanish]. Usually medical information is harder to understand [in English]."

Finding #4

Less assistance checking in with Spanish with MSA or kiosk.

- General check-in process and some screening questions are asked in English: any fevers, last vaccine, etc.
- The kiosks have no Spanish option.
- Some locations have a heavy Hispanic population, but there aren't many Spanish resources.

"The format the VA has adopted for signing in needs to be corrected because they [LEP Veterans and caregivers] are not as familiar [with English]. The kiosks is a problem for low level English speakers."

"I think every VA, you have to look at demographics. If you look where we are and everything like that we need someone that speaks Spanish."

The possible background of LEP Veterans. (second hand story)

Spanish-speaking Veterans may have good English ability when they are in the service, but they may forget English after going back to Spanish-speaking regions. Some LEP Veterans serve in locations, such as south America and Puerto Rico with more Spanish speakers

“Yes, there should have been some sort of English if you are a veteran but if you went home to speak Spanish for 50 years, can you really expect them to speak English if they have only been speaking English for years. “

“Some people joined the military as a refugee, they didn’t always need to be speaking English so there is a barrier for those that are bilingual.”

Good care is less accessible because of the language gap. (second hand story)

- Some LEP travel to the place where Spanish service is more accessible.

“My brother [is a Vet] prefers to go to Puerto Rico, He lives in Colorado...he transfers his information [when he returns] which makes it easier...”

“If they say they only speak Spanish their care shouldn’t be delayed. Now their appointment is delayed and now you have to wait for the doctor. There is not a lot of thought process.”

Tech using habits of bilingual Veterans.

- Veterans mainly use Google Translate.
- Some Spanish-speaking Veterans don't set their browser to Spanish.
- People tend to find a language switch at the top or the bottom of the website.

“I use Google Translate and it automatically translates.”

“If I doesn't see a language switch at top of website, then I would go down at the bottom.”

Secondary findings

- Some bilingual Veterans don't know LEP Veterans or they don't talk about it.
- It is harder for elder Spanish-speaking Veterans to access Spanish content because they don't use smartphone.
- A visually impaired Veteran mentioned that the kiosk doesn't work for visually impaired Veterans.

“I see is the elderly veteran and they won’t get a smartphone for translating so it is harder.”

“To me the kiosk don’t work for me since I am blind. Either in Spanish or English, I can't type in my DOB. So the language wouldn’t have been a factor in successful use.”



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Key Findings

Pre-check-in and check-in interaction findings



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Finding #1

High satisfaction rating on check-in / pre-check-in experience. However, some interaction issues were found.

- On a scale from 1 (very unclear) to 10 (very clear): average rating is 8.6
- This rating is about the check-in and pre-check-in flow. We will discuss the rating of the content in the next section.

“If there is any problem, it is not because of the form but the culture and the language”



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Finding #2

Interaction Design issues that could also happen for general users.

- 3 out of 6 Veterans expected the form is **editable** if they click on “No” when asked if their information is up to date. The content seems to be editable but it didn't seem to have clarity issues.
 - “Will it take me to edit?”
- 3 out of 5 Veterans did not understand the **refresh button** on the appointment page.
 - “What do you mean by actualizacion?”

¿Es esta su información de contacto actual?

Cuando tenemos su información actualizada, podemos proporcionarle un mejor seguimiento después de su cita.

Dirección postal
123 Turtle Trail
Treetopper, Tennessee 10101

Dirección residencial
445 Fine Finch Fairway, Apt 201
Fairfence, Florida 44554

Teléfono residencial
555-222-3333

Teléfono móvil
555-333-4444

Teléfono del trabajo
555-444-5555

Dirección de correo electrónico
fred.carter@mailbox.com

Sí

No

Sus citas:

Aquí están sus citas para el día de hoy: 11 de agosto de 2022.

1:12 p.m.

Type of care: Mental health
Provider: Dr. Jones
Instalación: LOMA LINDA VA CLINIC
Clínica: HEART CLINIC-1
Location: SECOND FLOOR ROOM 2

Su cita comenzó hace más de 15 minutos. No podemos completar el registro en línea. Pídale asistencia a un miembro del personal.

2:27 p.m.

Type of care: Mental health
Provider: Dr. Jones
Instalación: LOMA LINDA VA CLINIC
Clínica: HEART CLINIC-0
Location: SECOND FLOOR ROOM 2

Regístrese ahora

3:12 p.m.

Type of care: Mental health
Provider: Dr. Jones
Instalación: LOMA LINDA VA CLINIC
Clínica: HEART CLINIC-E
Location: SECOND FLOOR ROOM 2

Podrá registrarse a partir de esta fecha y hora: 2:42 p.m.

Última actualización: 11 de agosto de 2022 a las 14:12:54 GMT-7

Actualizar

Finding #3

Bilingual Veterans have concerns about the consistency of Spanish and English when navigating the website.

- Though there was an notification on the top of page saying that some content was in English, 4 out of 6 Veterans seemed surprised that some content was in English.
- A Veteran has concerns the links on the confirmation page are in English.
- A Veteran thought that the footer should also be translated if he choses Spanish.

"It's mixed up...It may confuse Veterans."

"It says contact your provider but will be contacted in English? It doesn't align with what they are trying to do."

Secondary findings

- “Need help” section needs to be more specific, letting users know who to find rather than using a general instruction.
- A Veteran considered the accordions in the footer as a part of the "Need help" section.

“If I'm home, what staff member I can call?...I would eliminate the staff member because I'm on the phone at the house. Now if they had a special number for customer service and call this number for assistance that would be different. ”

“I like the fact that those little options are at the bottom... If I'm gonna get to those options after this page, I don't care whether they're there, but if I'm not going to get to those options unless I see them here, and I want them there.”

Secondary findings-2

- A Veteran viewed the 'Language assistance' accordion in the footer as a language switch, expecting it would show language options after clicking the plus icon.
- A Veteran mentioned that the footer is overwhelming and some links (such as the policies) are not helpful.

"If I spoke another language not provided, I would click the plus sign for 'Language assistance' on the bottom to switch the language."

"It's just making it mucked up. it's just mudding the whole thing with more stuff than everything's just become Spanish... I don't know that it's all that other stuff is important, unless accessibility is like for people who have like disabilities."

Secondary findings-3

- A Veteran seemed to misunderstand pre-check-in as check-in.
- A Veteran mentioned not knowing enough information about the appointment before checking in, such as location and provider.
- 2 Veterans mentioned the concerns about how this product will help elderly Veterans who may not be tech savvy.

“They tell you to check in a week before.”

“They tell you the appointment on the date, but they don't tell you where to go or who you have to see, no matter what language.”



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Key Findings

Pre-check-in and check-in content findings



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Finding #1

High rating on overall clarity, but translation issues identified.

- On a scale from 1 (very unclear) to 10 (very clear): average rating is 8.4.
- It's important to address the translation issues as they may impede task completion (details are outlined in the subsequent findings).

	Clarity
P1	10
P2	NA (said it is good)
P3	9.5
P9	6
P11	7.5
P20	9

[On why he gave the clarity rating a 6] "It takes forever to fill out the forms, so I have to read it a few times to understand what they are asking for" - Veteran who speaks spanish from Ecuador

"It's fairly clear [apart from a few issues]" - Veteran who speaks spanish from Cuba

Finding #2

The translation of check-in and pre-check-in seems to be confusing.

- Check-in was translated as Register.
- Pre-check-in was translated as Pre-registration. 2 out of 6 Veterans said it was registration.

"There should be a better word for register. I know register in English but registro is like filling out something to apply for something. It's not checking in, I am registering for something. "

"Begin your registration before arrival."
"You have completed your registration. Bring your cards of insurance to the appointment."



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Finding #3

There are some possible translation issues to look into because of Spanish difference.

1. Time label on the pre-check-in intro page

“‘Horario means **‘timeline or schedule’**...it would be more accurate for ‘horario’ to be ‘hora’, which means time.” - A veteran who says he also works as a translator. However, the other veteran said 'Horario' means **‘hour’**.

English | Español

Responda a las preguntas de registro previo a la llegada

Sus repuestas nos ayudarán a prepararnos mejor para sus necesidades.

Your appointments are on 12 de agosto de 2022.

 In person

Facility: LOMA LINDA VA CLINIC

Horario: 2:10 p.m.

Type of care: Mental health

Provider: Dr. Jones

Clínica: HEART CLINIC 1

Location: SECOND FLOOR ROOM 1

Finding #3

2. H1 on the pre-check-in confirmation page

- 3 out of 6 Veterans interpreted the H1 as a question, confused that it was written as a statement. 1 Veterans interpreted H1 as a statement, and he thought it was clear, and he didn't express any confusion.

"It doesn't have the question marks at the start or end." - Veteran who speaks Spanish from Puerto Rico

English | Español

Ha completado el registro previo a la llegada

Your appointments are on 12 de agosto de 2022.

In person

Facility: LOMA LINDA VA CLINIC

Horario: 2:12 p.m.

Type of care: Mental health

Provider: Dr. Jones

Clínica: HEART CLINIC 1

Location: SECOND FLOOR ROOM 1

Traiga sus tarjetas de seguro a la cita.

Finding #3

3. The refresh function on check-in Appointment details page

- 3 out of 5 Veterans were confused by the expiration date wording.
 - “This translates to " The last time it was actualized...I don't understand what 'actualized' means". - Veteran who speaks Spanish from Cuba.
- The label may have a verb tense issue, as this Veteran says it translates to "updating". He asks "What am I updating?" - Veteran who speaks Spanish from Ecuador

English version

4:00 p.m. ET

Type of care: Primary care

Provider: Dr. Johnathan Schmidt

Facility: Cheyenne VA Medical Center

Clinic: Mental Health

Location: Test location, room A

Online check-in isn't available for this appointment. Check in with a staff member.

Latest update: [Time and Date]

[Refresh](#)

Need help?

Ask a staff member.

Spanish version

3:12 p.m.

Type of care: Mental health

Provider: Dr. Jones

Instalación: LOMA LINDA VA CLINIC

Clínica: HEART CLINIC-E

Location: SECOND FLOOR ROOM 2

Podrá registrarse a partir de esta fecha y hora:
2:42 p.m.

Última actualización: 11 de agosto de 2022 a las
14:12:54 GMT-7

[Actualizar](#)

¿Necesita asistencia?

Pregúntele a un miembro del personal.

4. The translation of Next of Kin (pariente)

- 3 out of 6 Veterans were confused about the wording in the H1 Next of Kin page
- The word “pariente” may not translate well to all types of Spanish. Some Veterans believe this could mean “parent”. Suggest using a more universally accurate word like “family relative”, which would translate to “familiar”.
 - "In many Latin American cultures you would use “familiar” meaning a family member. Like someone that is a parent or family member. There could be confusion there. This is a cultural difference you will run into." - Veteran who speaks Spanish from Columbia"

Secondary findings

- **The insurance card information on the check-in confirmation page**

3 out of 6 suggest 'insurance cards' should be more specific.

"You should include health or insurance because there may be a confusion from the veteran asking what kind of insurance papers. To be more precise you should include medical. "

"Not all Veterans are 50% [coverage]...they may need to bring other insurance cards in addition to their VA card"

Key Findings

Toggle design and language function findings



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Finding #1

For those who need the language switch, they prefer to have it on top because it's easier to notice.

- 3 out of 5 Veterans hope that a language switch is on the top of the page.
- 2 out of 5 Veterans think that a language switch should be available both on the top and bottom of the page.

“If it's not on the top, then someone may miss it when using their mobile phone.”

“Begin your registration before arrival.”
“You have completed your registration. Bring your cards of insurance to the appointment.”



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Finding #2

If a new language function is available on the VA website, Veterans want to have additional marketing methods, such as emails or texts.

- 2 Veterans suggested targeted Spanish speaking households with Spanish mailers. 1 Veteran mentioned getting an SMS is good.

"They have to do some sort of mailer to [communicate it's now in spanish]...When we look at core of Spanish speakers, they are going to be the older Veterans."

Finding #3

Current version - a toggle above H1: clear and takes less clicking.

- 5 out of 5 Veterans thought it worked as expected.
- The Spanish option is available Spanish.
- A Veteran said it can be larger.
- 2 out of 5 Veterans suggested that we add the Tagalog here.

“This is good to. It works the same as the other go straight to Spanish (The subheader design). The only thing is that it doesn’t have anything for our Filipino Veterans. Being in the navy there were a lot of them”

The screenshot shows the top of the VA website. At the top is a grey bar with the US flag and the text 'An official website of the United States government.' Below this is a red banner with the text 'Talk to the Veterans Crisis Line now >'. The main header is dark blue with the 'VA' logo on the left, 'Sign in' in the center, and a 'Menu' button with a hamburger icon on the right. Below the header, there are links for 'English' and 'Español'. The main heading is 'Check in at VA'. Below this is a paragraph: 'We need some information to verify your identity so we can check you in.' There are two input fields: 'Your last name (*Required)' and 'Last 4 digits of your Social Security number (*Required)'. At the bottom, there is a blue button with the text 'Continue'.

An official website of the United States government. ▼

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

VA Sign in Menu ☰

[English](#) | [Español](#)

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

Last 4 digits of your Social Security number (*Required)

Continue

Finding #4

The design with a notification on the top and a language switch at the bottom least preferred because it is confusing.

2 Veterans thought it worked as expected. 3 Veterans were surprised.

About the notification:

- plain language and call to action is good.
- It's more noticeable because it is bigger and colorful.
- 2 out of 5 Veterans thought it would take them to another page or open a drop-down list after clicking on “Switch languages”.



Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)


Last 4 digits of your Social Security number
(*Required)

Finding #4

About the scrolling effect:

- 3 Veterans thought it is confusing because it adding another step to the Veteran to switch the language.

“It is helpful because it is bigger and a different color. But now that you need to go to the bottom to switch. It isn't helpful.”

Also available in Spanish and Tagalog 

[↓ Switch language](#)

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

Last 4 digits of your Social Security number

(*Required)

[Continue](#)

Need Help?

Ask a staff member.

English | [Español](#) | [Tagalog](#)

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Finding #5

The language switch as the subheader: noticeable, big, and takes less clicks.

- 5 out of 5 Veterans thought it worked as expected.
- Veterans usually compared this design with the current toggle and though this version was better because of the visual cues and that one more language available.

"That would be best...it gives me my options right there, I don't have to scroll to the bottom"

"It's nice and bold right at the top"

The screenshot shows the top of the VA website. At the very top is a small header with the US flag and the text "An official website of the United States government." Below this is a red banner with the text "Talk to the Veterans Crisis Line now >". Underneath the banner is a dark blue bar with the white text "VA". Below the "VA" bar is a light gray bar containing the text "English | [Español](#) | [Tagalog](#)". Below this is the main content area. It starts with the heading "Check in at VA" in bold. Below the heading is the text "We need some information to verify your identity so we can check you in." followed by two input fields. The first field is labeled "Your last name (*Required)" and the second is labeled "Last 4 digits of your Social Security number (*Required)". Below the input fields is a blue button with the text "Continue". At the bottom of the screenshot is the text "Need Help?" followed by a horizontal line.

An official website of the United States government. ▾

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

VA

English | [Español](#) | [Tagalog](#)

Check in at VA

We need some information to verify your identity so we can check you in.

Your last name (*Required)

Last 4 digits of your Social Security number (*Required)

Continue

Need Help?

Secondary findings

- For all 3 designs, 6 out of 6 Veterans expect the next page to be in the same language if they don't change it.
- A Veterans mentioned that "sign in" on the header leads to confusion.
- A Veterans mentioned that all content, including the footer should be translated. (The current toggle)

“ The top where it says sign in and menu could be confusing to those that are just trying to sign into an appointment. ”

“I would expect the entire page to be in Spanish if I toggle to Spanish. Even the bottom of the page.”

Have the language switch as the subheader got the highest rating. The current language switch is good, but it can be improved.

	Current version: a toggle above H1	Notification and a language switch at the bottom	A language switch as the subheader
P4	4	5	7
P7	9	6.5	10
P8	9	5	9
P15	9	6	10
P19	9	8	10
Average	8	6.1	9.2

Recommendations



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Recommendations

Spanish-speaking group findings

- Different VA facilities should have different Spanish prioritization based on the demographic.
- Provide more Spanish content and services in the future and keep improving the Spanish experience.

Pre-check-in and check-in interaction findings

- Enable Veterans to edit their information when doing mobile check-in or pre-check-in.
- Remove the refresh button on the check-in appointment list, and make the page refresh automatically.

Pre-check-in and check-in content findings

- Document user feedback and review them with a translator.
- Share with the Sitewide Content team what roles are interested in translation and multilingual Veterans.



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Recommendations

Toggle design and language function findings

- Improve the hierarchy and visual of the current language switch design to make it noticeable.
- Explore where to place the language switch (on the top, or both on the top and at the bottom of the page) with the user groups that are not representative in this study, such as monolingual Veterans.
- Explore a further simplified header to reduce Veterans leaving workflows like check-in.
- Reimagine the "Need help" portion and the footer to provide essential information for Veterans.
- Provide marketing materials about the language switch.
- Explore the content needs in other languages.
- Share all findings and information with the Platform Design System team.



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Questions?

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