

This summary states the overall list of recommendations made by the VSP Call Center team for conducted UX research of (AVA) AskVA.org ([full Github repo here](#)). In three phases, concurrent with the beta and public launch of this application, we tested for findability on va.gov, mobile responsiveness, UI improvements, and user journey for SCOs (school certifying officials). We offer the recommendations below and highlight the following insights from our February 2022 user testing:

1. *All interviewees did make recommendations to see a function to find inquiries in their AVA Dashboard faster - regardless of whether they had one month of experience or not with the new tabs.*
2. *New users had difficulty understanding the function of Business and Personal tabs. SCOs that had 1 month of usage or more did like the auto-sorting of inquiries for their workflow.*
3. *3 of the five participants had concerns about adjusting their PI data on the Review page before submittal and confusion about how the fields were auto-populating.*
4. *One of the participants mentioned a workflow where they need to print to PDF their dashboard and/or specific inquiry for internal filing.*
5. *3 of the five participants (including our Pilot Session) had initial login issues with ID.me or got errors in Chrome and had have to switch to Internet Explorer. All were able to locate the Business and Personal tabs after submitting inquiries specific to GI Bill.*

During the release of this document, we also commend the AVA product team for participation and ongoing improvements. We recommend for the AVA product team use this document to cross-reference with their future product roadmap.

Phase I Recommendations (April 2021 [Github](#)) :

- Address the Review page form conditional display issues
- Add help text around specific fields, such as:
 - Veteran Service Number, SSN, DoD ID/EDIPI
 - Clarify required date format for date fields, or consider implementing design system date picker
 - Additional context and description for the attachment field
- Resolve the above mentioned mobile issues
- Implement the appropriate design system updates from VA Design System
 - Fonts, Button, Required Field Display
- Reduce spacing between form fields and Next button
- Add header and clarifying information to the Review page

Ask VA User Research (2021-2022) Executive Summary

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Phase II Recommendations (July 2021 [Github](#))

- General design issues include:
 - VA.gov fonts not utilized throughout the form
 - VA.gov button styles not implemented for form progression & submission button
 - Spacing issues on both mobile
 - Resolve the above mentioned mobile issues
 - Implement the appropriate VA design system updates:
 - Fonts, Button

Phase III Recommendations (February 2022 [Github](#))

- Research onboarding functions or reminders for the overall dashboard view.
- There should be a consideration for these tabs to have the ability to be renamed- per SCO preference.
- There might be an audit needed for the beginning of the AVA form regarding Inquiry Type. One of the SCO participants highlighted specific keywords related to GI Bill not in the drop-down.

Video Recordings:

Password: ava2022!

[Pilot Session](#)

[Test Session 1](#)

[Test Session 2](#)

[Test Session 3](#)

[Test Session 4](#)