

# Forms Library Team Research

Review Page - Round 1 Usability Research Findings



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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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As a part of the FLT effort, we interviewed Veterans to understand their experience working with the current Review Page. In addition, we presented three proposed variations to identify which design best suits Veteran needs for reviewing and editing prior to form submission.

Based on Veteran feedback, a Review page pattern will be chosen to implement as part of the Q2 Working Demo.

Goals:

- Understand how Veterans use the Review Page in the forms experience by using the Application for Burial Benefits form (21P-530) Review Page as an example
- Identify the best Review page design variation that helps Veterans accomplish their goal

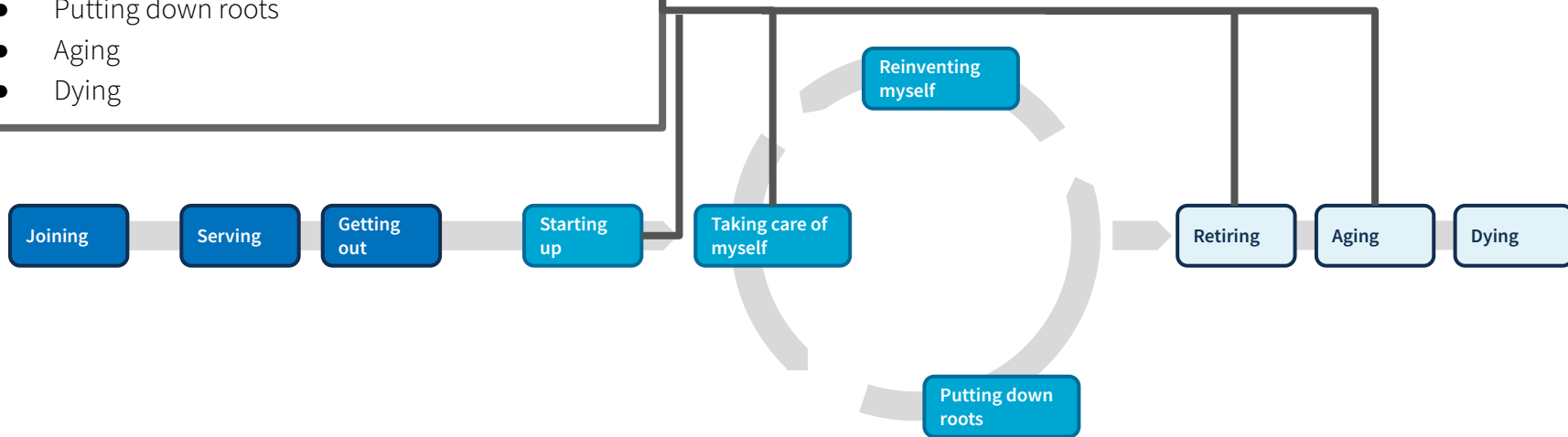


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# How this research maps to the Veteran journey

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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?

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# 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

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# Participant Demographics

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

- With cognitive disabilities
- Immigrants
- Live in rural areas or abroad
- Identify as Latinx, Asian, Native, or LGBTQ+

We recommend studies with these underserved groups in the future.

## Review Page Veteran Research

final # of participants		6	# of AT users		6	# of no shows		2																
Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
<b>Veterans</b>		Based on current VA statistics																						
<a href="#">Age 55-64+</a>	50.00%	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Cognitive Disability</a>	50.00%	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Mobile user</a>	50.00%	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Rural</a>	25.00%	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">No degree</a>	25.00%	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Other than honorable</a>	21.00%	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Immigrant origin</a>	17.00%	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Women</a>	10.00%	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<a href="#">Expat (living abroad)</a>	0.40%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Race</b>		Based on VA's projected statistics																						
Black	15.00%	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hispanic	12.00%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biracial	3.90%	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Asian	3.00%	1	0	0	0	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	0	0	0
<b>LGBTQ+</b>		LGBTQ+ Veterans are 5 times as likely to have PTSD																						
Gay, lesbian, or bisexual	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0
Nonbinary, gender fluid, ger	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Assistive Tech (AT)</b>		Ask an ally specialist to help you complete this. Targets are for a general AT study.																						
Beginner AT User	50.00%	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Experienced AT User	50.00%	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

[Participant Tracker on Google Sheets](#)

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# Research Method

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## METHODOLOGY



**Moderated / Zoom  
Semi-structured  
interview**

## DATES/DETAILS

**May  
9-11, 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 three proposed variations to identify which design best suits Veteran needs for reviewing and editing prior to form submission.

# Design Options presented to the Veterans

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## 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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## Review your application on this page

- ↓ Claimant information
- ↓ Deceased Veteran information
- ↓ Military history
- ↓ Benefits selection
- ↓ Additional information

### Claimant information -

First name  
Susan  
[Change](#)

Last name  
Anthony  
[Change](#)

Relationship to deceased Veteran  
Child  
[Change](#)

### Deceased Veteran information -

First name  
Mary  
[Change](#)

Design Option #1

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## Review your application on this page

- ↓ Claimant information
- ↓ Deceased Veteran information
- ↓ Military history
- ↓ Benefits selection
- ↓ Additional information

### 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

Design Option #2

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## Review your application

### On this page

- ↓ Claimant information
- ↓ Deceased Veteran information
- ↓ Military history
- ↓ Benefits selection
- ↓ Additional information

### 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

Design Option #3

What did we learn?

# Key findings

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1. 5 out of 6 Participants preferred Design Option #2 for the following reasons:
  - a. *Visibility of information:* All participants preferred the Review page with the information always open so they can review the information with ease.
  - b. *Edit option:* 4 out of 6 participants preferred the edit label on individual fields instead of on a section to avoid editing other fields by mistake.
2. 2 out of 6 participants preferred the edit label on a section instead of individual data fields to edit entire section/multiple data fields at the same time thus saving time and effort.
3. No participant interacted with anchors in the top of the page until prompted. However, all participants valued the ability to easily get to a section from the top of the page.



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# Key findings + screenshots

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5 out of 6 Participants preferred design option #2 for the following reasons

1. **Visibility of information** - All participants preferred the Review page with the information always open so they can review the information with ease.
2. **Edit option** - 4 out of 6 participants preferred the editing label on individual fields instead of entire sections. They believed this would help them avoid editing other fields by mistake.

*"you're going to have to review each section anyway - why not have them already open? If they're closed, people will skip the review altogether and just submit" - P4*

*"I'm old and I'd rather see all of it like it's a piece of paper." - P1*

The screenshot shows the 'Review your application on this page' interface. At the top, there's a navigation bar with 'VA Apply for health care Form 1010-EZ' and a 'Sign in' button. Below this is a list of sections: 'Claimant information', 'Deceased Veteran information', 'Military history', 'Benefits selection', and 'Additional information'. The 'Claimant information' and 'Deceased Veteran information' sections are highlighted with an orange box. The 'Claimant information' section includes fields for 'First name' (Susan), 'Last name' (Anthony), and 'Relationship to Veteran' (Child), each with an 'Edit' link. The 'Deceased Veteran information' section includes fields for 'First name' (Mary) and 'Last name' (Anthony), each with an 'Edit' link.



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# Key findings + screenshots

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- 2 out of the 6 participants preferred to edit the entire section instead of individual data fields. They wanted to access/edit the entire section/multiple data fields at the same time thus saving time and effort.

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**VA** Apply for health care Form 1010-EZ **Sign in**

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## Review your application

### On this page

- ↓ [Claimant information](#)
- ↓ [Deceased Veteran information](#)
- ↓ [Military history](#)
- ↓ [Benefits selection](#)
- ↓ [Additional information](#)

#### 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



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# Key findings + screenshots

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- No participant interacted with anchors in the top of the page until prompted. However, all participants valued the ability to easily get to a section from the top of the page.
- 5 out of 6 participants understood the purpose of the anchors in the top of the page. One participant was confused by the downward facing arrows.

*“An arrow pointing down makes me think it’s simply to scroll down to get to that section... If the arrow was turned 90 degrees to face right, I would assume it was interactable” - P1*

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

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**Review your application on this page**

- ↓ Claimant information
- ↓ Deceased Veteran information
- ↓ Military history
- ↓ Benefits selection
- ↓ Additional information

**Claimant information**

First name [Edit](#)  
Susan



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# Secondary findings

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1. All participants were unsure if their family would have access to their military history information that is required to fill out the burial benefits form.
2. 3 out of the 6 participants expected for certain sections of the burial benefits form to be auto-filled based on Social Security Number or with the help of VA assistance.
3. One participant said they would prefer a bigger font size for better readability.

*“A child shouldn't need to supply the military history and benefits information. I am unsure whether the military history and benefits information is supplied by the VA or entered by the claimant.” - P6*



What do we do next?

# Recommendations

- Next Steps
  - Engineers will create a visual prototype of the Review page pattern based on Design #3. Although this was not the most preferred design, we want to use this more common pattern as a baseline for further testing with the more experimental Design #2.
  - Further usability research with Veterans to get feedback on desktop designs, accessibility issues and the new edit design.

