**Before we start the activities I mentioned, I'd like to ask a few questions about how you use VA.gov and the pages where you can check the status of your claims and appeals.**

Do you remember the last time you visited VA.gov?

I don’t usually go there. I usually just use the messaging link between me and my doctor. I was on it about a month or two ago.

Do you remember what you were doing on the site?

No, I was looking for information but I don’t remember what exactly for. I assume I found what I was looking for.

Have you filed for a claim on VA.gov?

Yes, many times

If yes, how was that process?

It was very easy and straightforward.

How long did you wait for a claim decision to be made?

It always takes a long time.

**Kevin will now share his screen with you, and show you a tool to check the status of a claim, that we call the Claim status tool.**

Did you use this tool on VA.gov to check the claim?

I’ve used this page many times.

If Yes,

What were you doing the last time you came to this tool?

Completing the pre-form for a claim.

Did you accomplish what you came to do?

Yes

Overall, how was the experience using this tool?

It was fine. I’ve been there so many times that it’s easy.

**Collaborative design activity:**

**Task 1: Create and Review Items - 15 minutes**

What information (and features and functionalities) would you want to see when you first log in to your claim status tool?

It’s pretty straightforward and easy, I haven’t had any problems because it is self-explanatory. You’ve just got to follow the directions – it lays it out step by step.

How would it be different if this tool was personalized for you?

An acknowledgment of claim received

Description of what info is needed from the veteran

Status of claim presented upfront

An email/text update on your claim – the anticipation is the worst part. Updates would help.

Messages of current issues / potential delays – ex: info about COVID-19 delays

Email or chat functionality – phone conversations are rare to get and are usually unproductive.

You’re more likely to get a response from a message, but only after a long period of time

Okay, I'd like to show you some other stickies we made ahead of time. Are any of these interesting to you, and why?

I prefer email updates, but some people live on their phone so it would be best to have both of those options available.

A time estimation is a great idea, but they need to be accurate.

A personal claims rep would be good if you could talk to them about a claim you filled or about

the process of filing one.

I don’t know why it would be necessary to file an appeal directly from the tool

**Task 2: Organize the Items - 15 minutes**

**Imagine that you have logged into your claim status tool and this is the first page you see. Let's organize the stickies according to how important they are to you.**

Tell me where to put each one, and tell me why you would place it there. If there are stickies that are important to you, but you don't feel like this page is right for them, we can work with them later.

I think the acknowledgment that they got the claim is very high on the list.

Uploading new evidence/files is also important and it comes a step before acknowledging the receipt of a claim.

The email and chat feature would be essential too because you have to be able to talk to somebody at the VA about your claim. That goes along with the personal rep note too.

OUT OF TIME