**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?

About 6 months ago

Do you remember what you were doing on the site?

I recently was converted to medical retirement. I was going on the site to see if anything changed on my record. I wasn’t able to find the change in my record, but I don’t think it is official yet.

How was that experience?

Slightly frustrating

Do you have a claim that's currently in process?

No

**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?

No, because I use eBenfits. This page looks a lot like eBenefits though.

**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?

If the claim has been granted

If not, why not. And what are the next steps (for the veteran)

It would be amazing if there was a chat function where there is a rep that can help you (trained VSO)

A feature to add additional claims to the one that’s pending

A button to use to question your specific claim

The appeal status – with an estimated timeline, instead of just how many claims are ahead of you

A tool for a video conference

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

Adding/removing dependents – as well as updating info for dependents

Removal of old and irrelevant claims, that would make it cleaner and more streamlined

Information that is specific to your claims (what you claimed(condition), and your evidence)

A document library

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

The SMS or email updates would be huge

**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.**

Where would it be most helpful for you to be able to access them?

I’d like them to be laid-out the way they are now. I like the idea of having tiles like these that I can click on to have it take me to what I’d need for whatever the tile is about. (almost like a dashboard with a feature list)

I would use the time estimate for completion of my claim the most. It would need to be more accurate of a timeline that shows where you’re at instead of just where you started.