**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 what you were doing on the site?

Today

How was that experience?

Good, no problem.

Have you filed for a claim on VA.gov?

No, not online.

**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?

Your previous claim information – I’d want to know what info I put in the claim and what step it is in to be completed

If available, I’d want to see the claim decision – including the reasoning for the decision

Being able to appeal from the tool

Being able to add files/documents/evidence

An option for an outside doctor to add information/documentation

A reference for all previous communication about your claim/appeal

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

I would hope that it would explain necessary information to file and progress my claim in a more easily understandable and direct way.

A feature that you can use to ask a specific question about your claim or appeal

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

Text messages are not something I’d want to use a lot, but it would be good to have the option.

Are there any items missing that would be valuable to you? We can go ahead and add them.

**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.

\*The participant seemed to be ranking these with chronological order in mind

\*no major comments other than ranking order

Now let's revisit the other stickies that aren't on a page yet.

Time estimation, that would be good to know.