**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 2 months ago. The sire where you usually go to see your disability records has been transitioned to the VA website.

Do you remember what you were doing on the site?

I was checking my disability percentage.

How was that experience?

I was able to do what I needed to.

Have you filed for a claim on VA.gov?

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

Do you have someone assisting you in the claim process?

I had a service officer at the DAD help me.

**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?

First two rows of blue stickies:

Check the status of my claim

Check the status of my appeal

Uploading new evidence or files

It would be good to check the date of submission of the claim for reference

If I called the VA about a claim, I would want to be able to talk to someone who specializes in claims who can tell me exactly what is going on without having to go between 5 people – a specialist.

I’d want to be able to use a chat feature that has an AI for sorting me to whatever specialist would be best for my question/issue

I’d want to view my downloaded and uploaded documents

On the main page:

I’d want a “manage claims” button that would take me to a dashboard with everything I would need for a claim (includes: claim status, percentage rates (and the details/explanation of what the disability is and what is received because of it – maybe as a dropdown), dates of when the claim was filed, current status, what is needed from veteran and VA, an option to direct you to a list of searchable VSOs, the ability to upload files, digital decision letter or notice via email/text (with available snail mail option) ).

Option for a virtual meeting with a VSO

A personal rep that can access your claim file

Integrating signing software that can expedite the signing process for documents (DocuSign)

Bio-recognition for security to replace passwords (to avoid having to continuously re-create a password)

A checklist (actions in different colors)

Time estimation

Filtering options

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.

A dashboard section is distinguished. All stickies in that section should be viewed within a dashboard page. It includes both backend improvements and full features/feature sets.