**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 4 weeks ago.

Do you remember what you were doing on the site?

I was checking how much of the GI Bill benefit I had left

How was that experience?

It was easier to just call. I remember where they had the benefit info on the old page - but when looking for with the COVID situation everything was slowed down. After waiting a while, I just called.

Have you filed for a claim on VA.gov?

Yes

If yes, how was that process?

When I tried to check my status availability, I noticed that is was different depending on which page I went to. There was a lag of about 5 days before they updated to the same status.

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

My first claim of 80% was 90 days in 2007. My update took about a year.

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

No, my last one cleared in 2012-13. It was 100% so I haven’t needed to file since then.

Do you have someone assisting you in the claim process?

Claim counselor, social worker, doctors, etc…

I have no complaints about the process. My biggest issue was with the Army not the VA for getting through the process.

**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, but I was on this page in August of 2019.

**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?

Very simple buttons that are broad enough to include all sub-features. Clicking one box would then bring up all necessary steps or tools to complete the step. Almost like a dashboard. Many veterans have issues with short term memory and get lost along the way because they are going to far down a rabbit-hole in order to get where they are going.

Ex: Start claim, check claim status, add documents

It would nice to have an AI that can answer the basic questions about claims (with a simple goofy name that is easy to remember such as Clippy). It would be good if it can answer questions and then also direct you to sources/contacts for info that it can’t answer

The ability to interact with a person (especially if the AI can’t handle your questions)

The ability to message to counselors

The ability to leave messages or converse with clinical staff or PCP

Organized in a military style structure that is user-friendly

Age-specific interfaces for claims that provide valuable programs for the use

VA facility status (open or closed)

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

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

Check status of your claim

Check status of your appeal

Upload new evidence/files

Check date of submission for a claim

(all 4 of the above could be chunked together under a button)

SMS updates

Filtering options (and ability to reset)

Personal Rep (to call about a claim)

What action is needed from me

What action is needed from the VA

Steps/Progress

(the above 3 should be chunked together)

Find a representative for a specific claim

**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 rows are grouped by similar types of features. Again, he is organizing them to be subcomponents of larger function buttons that include like-features.