**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?

Last week

Do you remember what you were doing on the site?

I was getting the status of my appeals.

How was that experience?

I wasn’t able to get the status. I had an appeal started in 2014 – part of it was approved, part was denied, part was remanded.

Have you filed for a claim on VA.gov?

Yes

If yes, how was that process?

I think it’s ridiculously too long.

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

6 ½ months on one. 6-7 years for another.

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

Yes

Do you have someone assisting you in the claim process?

No, I have no idea what is going on with the claims. I’ve gotten no contact at all.

**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?

Be able to appeal - I would want to be able to contact wherever my claim was remanded to

Viewable decision letter – with print option

History of claims filed and in progress

Information about who is reviewing your claim, contact info for the office to be able to ask questions

Information about what evidence is needed from me (What the VA needs from the Veteran)

Detailed description of steps \

Time estimation for claim completion – even at the different steps

Access info from the C&P Exam with a download and/or print option

See appointments under the claim status (with the ability to schedule an appointment if needed)

VA disability codes for conditions are displayed and reference of where to find all necessary info that is generated in from an AI system that recognizes potential conditions

Disability percentage displayed

WHY my decision was denied – using easy to understand language, no medical or military terms or acronyms

History of all decision letters

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

Submit a question about a claim

Find a representative for a specific claim – It would be helpful to keep track of all of the claims and necessary info/actions

SMS, email, and sail mail updates would be good

Change frequency of updates

Checklist (actions in different colors)

Appeal directly from the tool

Delete uploaded docs

Filtering options – sortable by year and/or disability decision

Information about which medical issues are compensate-able

**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.

All of the status type features should be grouped together, and they are all the most important.

How would you like this info to be presented?

It would be nice to be able to have checkboxes of information that you want that you can select.

Checkboxes:

Status

Step in process

Documents needed

Closed status

Details about decision

How would you like to/how would you expect to get into this tool in terms of navigation?

I do not want it to make us log-in between a jump from VA.gov to eBenefits

Finding the link on VA.gov is very easy

How would you typically access this page?

Opening it to phones, ipads, and computers would be good. I haven’t used it on my phone because I prefer a bigger screen.