**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 3 months

Do you remember what you were doing on the site?

I was checking the status of my claim.

How was that experience?

It was alright. It had been a while since I was on the site so it took a little bit to get used to the site again.

Have you filed for a claim on VA.gov?

Not on va.gov, but through an officer.

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

It was 4-5 months. Fairly quick compared to what other people say.

Do you have someone assisting you in the claim process?

Yes. It was a great experience, contrary to what many people say.

**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 she had a very good understanding of how the webpage worked and was able to do and understand anything she would need to.

The only issue was with naming files that were uploaded – making sure they are exactly what the VA needs and are easily interpretable. It would be best to have specific slots for exactly what they are looking for.

**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?

Overview and explanation of the claim process and steps – I think that would help with people’s expectations for the timeline of how long it will take. It might best to show it as a visual flow of the steps without too much text…otherwise people won’t read it.

History of claims

Open claims

New claims

FAQ section

A chat box with the VA instead of a 1-800 number with hours of hold time

A claim queue list

View and downloaded docs

Delete uploaded docs

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 the status of your appeal

Check the date of your claim submission

A time estimation for how quickly your claim will reach a decision – but idk how accurate it could be…if it isn’t accurate then there’s no point

What action is needed from me?

What action is needed from the VA?

Find a VA representative for your claim

Checklist (actions in different colors)

I don’t like the idea of SMS updates or even email updates. We have the ability to go online and check for updates so there is not a need for the VA to send those out. If there are no updates then there is no point in sending out an empty update.

Appeal directly from the tool

Filtering options

View and download decision letter

It would be good to have the option to schedule a virtual appointment to process your claim

Schedule an appointment as necessary

Ability to have a virtual meeting with a provider