**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?

Probably mid-May

Do you remember what you were doing on the site?

I was trying to get COVID-19 related information.

Have you filed for a claim on VA.gov?

No

**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

Overall, what do you think about this tool?

The only thing I don’t like about the page is how much scrolling you need to do. Maybe having some hyperlinks at the top that will take you right to where you need to go on the page will be helpful. That would reduce how much scrolling you need.

The “additional evidence” option may make people think that they NEED to add additional evidence – it may be a good idea to add a comment that tells people they only need to add evidence if they have it and haven’t already added it.

It may be good to have an informational page about the timeline for processing claims to help manage expectations from veterans. It may also be good to have more information for the types of claims and what the process is like and their typical result.

It could be useful to have a disability percentage estimator. That would also be helpful for expectation management.

**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?

A series of if/then questions that are meant to direct you to information and take you where you need to go

Being able to see the last time your case was opened / had activity by the VA

Being able to see if your case has been flagged or if notes have been left (precursors to a denied claim that can allow the veteran to enter more evidence/adjust their claim)

Chat functionality to talk to a live person from VA to act as a life-line (with a limitation of uses to manage overload (max number of questions allowed from veteran))

Being able to send a question or note

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

View and download uploaded docs

Call the VA about a claim

Email updates

The checklist (actions in different colors) would be nice

Find the representative for a specific claim

Time estimation (to complete the filing of a claim)

Time estimation (in a timeline layout to show the claims processing by the VA)

View and download decision letter