**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 a copy of my disability forms.

Have you filed for a claim on VA.gov?

Yes

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

Yes, in the appeal process

Do you have someone assisting you in the claim process?

I had assistance to ensure I’m not making any mistakes.

**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?

Yes

Overall, how was the experience using this tool?

I think the page is easy to use and clear, but there is not always a lot of information that I need.

It only has titles for what is happening. “Preparation for notification” or “Evidence gathering, review, and decision” but there is not a lot else that they give me.

Each section should be explained in depth for what will be happening and how long it will take.

At first, I tried to view my decision letter under the “Files” tab. I did not realize that it was only for my files at first.

I would like to have a chat option to just message a quick question to have it answered quickly and easily.

**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?

View all of the related documents to my claim within “my files” (including decision letter)

Chat functionality

I had a hard time finding the forms that I needed (that’s why I needed assistance). It would be good if a search bar is able to pull up those types of forms.

Being able to complete and upload forms on a computer – a fileable PDF that can be sent to the VA online

A listing of (free) VSOs/authorized reps that are available

More detailed information for each of the steps in the claim/decision process

A single sign-on service, instead of having 3 different usernames/passwords for different pages

A document/form library – it would be nice to have a dropdown for pertinent forms per claim AND a search bar

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 claim

Check the status of your appeal

Upload new evidence / files

Check the date of submission for a claim

Upload claim or appeal supporting docs that were requested by the VA

View and download ALL documents (uploaded files, and files from the VA)

Find the representative for a specific claim

What action is needed from me

What action is needed from the VA

SMS updates

Email updates

Checklist (actions in different colors)

Steps/progress (in more detail)

I would NOT want to appeal from the tool because I think that is something that a Veteran should work with a professional on in order to build a viable case, rather than just resubmitting a claim.

Time estimation