**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 5 days ago.

Do you remember what you were doing on the site?

I was looking at the claim that I submitted.

How was that experience?

It was good. The website was mostly straight forward and my VEO was helpful.

Have you filed for a claim on VA.gov?

Yes, I have a claim in progress.

If yes, how was that process?

It was

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

Due to COVID-19, it’s been a while. It began in February. (4-5 months)

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

Yes

Do you have someone assisting you in the claim process?

A VEO assisted me.

**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.**

Overall, what do think of this page?

The steps are a little unclear. Including more information for each of the steps would be helpful to understand what each step consists of and what I need to do.

I like the page for uploading files. It makes sense.

I definitely like having the phone number on the page for questions. Many of the WWII veterans would prefer to call, but having an email option is also nice.

**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?

Security identifier – log-in info

Date of claim submission

then,

Status of claim

A list of previously submitted docs

View/print/download documents

Contact information for the VA (personal VSO contact info would be great)

Information for dependents

Timeline of events (who is working on my claim, how long their process takes, etc…)

Checklist

I’d like to be able to delete documents that I’ve already uploaded

Prospective completion date

Being able to view appointments that I’ve already attended as well as ones scheduled for the future – that would be good for reference purposes

Correspondence

Detailed definition for each of the steps (maybe via an info icon)

Tips/tricks that work well and examples of what types of evidence is most helpful

Upload claim or appeal supporting docs/evidence that is requested by the VA

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

Find a representative for your specific claim

SMS updates would be good for some people

Change frequency of updates

Appeal directly form the tool

Filtering options

View and download decision letter