Related Veteran-facing Research Findings

**Find Forms Medallia Audit | March 2023 by The VA Platform Contact Center team**

This audit analyzes Medallia feedback survey responses collected on VA.gov pages dated January to December, 2022. Based on the URL to va.gov/find-forms and all sub-pages:

* Survey respondents reported 10.94% (93 out of 850) of task completion rate

Seven common categories related to form user experience based on feedback. In sum, issues that received the most responses were:

● Lack of information

● Search

● Benefits

● Travel

1. Content

* Lack of information
  + Trouble determining how to submit their forms, whether that be digitally or through mail
  + Completed a form and cannot find out what to do with it
  + Finding a form is relatively easy, but not where this form is to be sent by either mail, fax or email

* Checking Status
  + Respondents also commented on issues checking the status of a previously submitted form or claim
  + Unsure of where to find the status on a form that the VA rep and I filled out

2. Technical Issues

* Unable to verify ID
* Webpage is hard to navigate in skip, move page down and the form, in general is not user friendly.
* It does not save your work when you close out, requiring starting over
* The forms do not tab correctly
* Unable to open a form or edit a form
* Trying to complete a form and the document will not open
* Form is Read Only per Adobe Acrobat

3. Findability

* Search issues - inability to find a form via search, or the webpage says no search matches the form number

4. Medical / Disability

* Disability related issues
  + Unable to view and print the documents (files) that are part of my disability claim
  + Can’t click on the existing (uploaded) files
  + Can’t find a way to print the actual claim form after answering the questions, and clicking on the boxes, etc. to submit the claim.
  + Appreciate seeing the progress of the claim, that is a great improvement over previous experience of just waiting until a decision is made
* Medical related issues
  + The structuring of the disability application is hard to understand, especially as it relates to what medical issues (primary/secondary). The drop down list should have only main topics, e.g. Head, Arm, Lung, Gastro/Stomach, Dermatology, Endocrinology, Orthopedic, etc.
  + Needs more user-friendly design

5. Benefits

* Responses regarding benefits were collected frequently, including GI benefits
* The links do not work
* The forms are hard to find
* Can’t find forms i need for pact benefits
* Can’t find the status of my post 9/11 GI benefits

6. Travel

* Travel pay, or travel related issues, were very common response topics.
  + Online travel Reimbursement tool does NOT work. Trying to email form instead and can not find email address
  + Unable to find the travel reimbursement form
  + Unable to find out which type of issue to fill out a question on a VA Form claim.
  + Lack of info and instructions on the site

7. Claims

* Started filling out a form for a new claim, adding to my existing compensation
* Cannot find the form
* The benefits claim form says it would take 24-48 hours to process but it takes much longer

Recommendations

* Needs to be a system put in place to have the updated forms properly added to the site. May need to have a separate feedback for incorrect forms submissions on the site
* Most forms on the Find a Form page lack the Online Tool option to submit the forms online. The need for online submissions would greatly aid veterans to submit their forms efficiently and stress free
* Many veterans are trying to fill out these forms using their computers. The site does inform the veteran to download and use adobe acrobat, but most of the common browsers and Windows/Mac settings are set to default to using the browsers Tab to load the document instead of saving/opening the document to the Adobe application. Which leads to the confusion of the veteran thinking they are using the Adobe application when filling it out. Will need to have clearer instructions on how to download the forms as well as set to default Adobe Acrobat as their primary pdf application