* Where do you typically go to get information about VA benefits?

VA.gov

* When was the last time that you remember going to the VA.gov website?

Upwards of 6 months ago I was looking at educational benefit info. I remember looking through the education benefit section – I was looking at a tool for comparing schools and their benefits. I found it helpful.

**Task 1: [Submit letter in support of your claim - Form 21-4138] - 5 minutes**

Could you please click on the link for "Task 1"?

Let's say that in order to support your request for VA benefits, you plan to submit a letter from someone who has first-hand knowledge of your condition. You want to find the form for them to write the letter to support your claim.

Have you ever done this before?

No

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen?

I would go under the disability section and click, “upload evidence to support your claim.”

Maybe it is under, “file a claim for compensation” – that’d be my second guess.

I would probably try to use the search if neither of those worked. \*Searched, “claim support form”\* I would click the form that says, “upload evidence to support your disability claim.” I don’t see the actual form itself, which is what I’m looking for so I would go back to the search results. The next one I would click on would be, “how to file a VA disability claim.” I don’t see a result that is what I’m looking for so I would consider looking for contact information to call and have somebody direct me where to go.

Now go ahead and try it:

Before you do anything on this page, what do you think you can do here?

Now you can go ahead with what you wanted to do.

* *RECORD search query typed:*

Because this is a limited prototype, you'll see what happens if you typed something slightly different from what you typed--"letter in support".

* What are your impressions of what you see?

What would you do now?

**Task 2: [Find VA hospital in Knoxville] - 5 minutes**

Could you please go back to the original browser tab and click on the link for "Task 2"?

Now could you please find out if there's a VA hospital in Knoxville, Tennessee?

Have you ever looked for a VA hospital in a city before?

No. I already know where mine is.

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen?

I would click, “find a VA location” and then I would search for Knoxville, TN. I would filter by facility type and then click search.

Now go ahead and try it:

Before you do anything on this page, what do you think you can do here?

Now you can go ahead with what you wanted to do.

* *RECORD search query typed* 
  + *Participant's expectation?*

Because this is a limited prototype, you'll see what happens if you typed something slightly different from what you typed--"Knoxville TN".

* What are your impressions of what you see?

What would you do now?

**Task 3: [College credit for military service] - 5 minutes**

Could you please go back to the original browser tab and click on the link for "Task 3"?

Now I would like you to see if you can get any college credit for your military service.

Have you ever done this before?

Somewhat. I’ve looked into school benefits – such as financial aid, but not college credit.

Can you look at the page in your web browser and tell me what you might do--but don't do it yet. What would you expect to happen?

I’m looking at the education section and I would probably click, “apply for education benefits.” It would technically be an education benefit. My second guess would be, “change your current education benefits.”

If neither of those worked I would go back to the search function. I see the section about finding a VA form and would be curious to go there to see if there is a form for this. I would probably go to the, “apply for the GI Bill and other education benefits” form because it would probably be in there. I don’t see anything else so I would search for, “service credits” or “applying service to current education.” I would expect to find a form that lets you apply for certain credits through the school that I am attending.

\*Searched, “college credit for service.”\* The, “education service webinars and training – education and training” link may be what I’m looking for. The other one I would click on is the, “VA education and training benefits.” \*Clicked link\* I don’t see what I’m looking for here. I would also try the “VA benefits and health care” dropdown at the top.

The “resources and support” section may be helpful to help me find this – it may have instructions on where to find information.

\*Found link under education and training, “how do I get college credit for my service”\*

Now go ahead and try it:

Before you do anything on this page, what do you think you can do here?

Now you can go ahead with what you wanted to do.

* *RECORD search query typed:*

Because this is a limited prototype, you'll see what happens if you typed something slightly different from what you typed--"college credit".

* *If see search results, ASK:* What are your impressions of what you see?

What would you do now?

**(if time) Post-Task Interview - 5 minutes**

*Type into #feedback-backchannel: "Any questions you want me to ask?"*

* What did you *like* about what you've seen today?

Generally, I liked that the home screen is broken up into the 4 separate sections for health care, education, disability, and records. It is all on one page, but separated. I also like that each of the links describe what you can do rather than just saying one or two words about what it is for.

* What did you *dislike* about what you've seen today?

The only thing I disliked was that certain things, such as the resources and support section, was at the bottom or was cut-off from the rest of the page in a way that makes it easy to miss. More should be included in view without having to scroll – and they are small.

* What would you like to *change* about what you've seen today?

The second task was straightforward – no changes there.

* What improvements could make search easier or better for you?

\*Having the resources and support links on the side of the page in a way that persists as you scroll\* The support boxes could also be colored differently to make them stand out more.

* Is there anything else that we haven't talked about that you think I should know?