

VA



U.S. Department
of Veterans Affairs

Find a Form PDF Downloading

Research Readout

Background

Veterans can access many VA forms from **Find a VA form** tool

- Some: fill out online
- Others: download a fillable PDF form

Known issue: **Download link** may download the form, or **open the form in the user's web browser**, where it *CANNOT* be filled out and digitally signed

Find a VA form

Search for a VA form by keyword, form name, or form number.

Enter a keyword, form name, or number

Showing 1 – 10 of 15 results for "disability"

Sort By Closest match

Form 21-526EZ

[Application for Disability Compensation and Related Compensation Benefits](#)

Form last updated: 12-17-2020

Related to: Disability

[Go to online tool](#)

[Download VA form 21-526EZ \(PDF\)](#)

Form 21-4192

[Request for Employment Information in Connection with Claim for Disability Benefits](#)

Form last updated: 06-07-2021

Related to: Disability

[Download VA form 21-4192 \(PDF\)](#)

Research Goals

1. **Understand how Veterans download VA PDF forms** and what challenges they encounter

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2. **Get feedback on 3 designs** for advising users to download a PDF form and then open it with Acrobat, instead of viewing it in a web browser

Research Goals

1. Understand how Veterans download VA PDF forms and what challenges they encounter
2. Get feedback on 3 designs for advising users to download a PDF form and then open it with Acrobat, instead of viewing it in a web browser:
 - a. Instructions at top of search results
 - b. Instructions repeated above every download link in a light blue box
 - c. Instructions repeated above every download link in gray help text

a

Showing 1 – 10 of 41 results for "health jobs" Sort By Closest match

i We recommend that you download PDF forms and open them in Adobe Acrobat Reader
[Get instructions for opening the form in Acrobat Reader](#)

Form 10-252
[Authorization to Release Protected Health Information to State/Local Public Health Authorities](#)
Form last updated: 11-26-2020
Related to: Health care, Records
[Download VA form 10-252 \(PDF\)](#)

Form 10-2850C
[Application for Associated Health Occupations](#)
Form last updated: 11-17-2016
Related to: Employment or jobs at VA
[Download VA form 10-2850C \(PDF\)](#)

Form 10-0094f
[Dental Education Affiliation Agreement](#)

b

Showing 1 – 10 of 20 results for "employee scholarship" Sort By Closest match

Form 10-10154
[Employee Incentive Scholarship Program—Mobility Agreement](#)
Form last updated: 01-26-2018
Related to: Veterans Health Administration
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[Get instructions for opening the form in Acrobat Reader](#)
[Download VA form 10-10154 \(PDF\)](#)

Form 10-0003k
[Employee Incentive Scholarship Program \(EISP\) Application](#)
Form last updated: 09-24-2019
Related to: Veterans Health Administration
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[Get instructions for opening the form in Acrobat Reader](#)
[Download VA form 10-0003k \(PDF\)](#)

c

Showing 1 – 3 of 3 results for "jobs"

Form 22-8865
[Employer's Application to Provide Job Training](#)
Form last updated: 01-25-2021
Related to: Education and training
You'll need to download this form and open it in Adobe Acrobat Reader. [Read More](#)
[Download VA form 22-8865 \(PDF\)](#)

Form 22-6553d-1
[Monthly Certification of On-the-Job and Apprenticeship Training](#)
Form last updated: 02-03-2021
Related to: Education and training
You'll need to download this form and open it in Adobe Acrobat Reader. [Read More](#)
[Download VA form 22-6553d-1 \(PDF\)](#)

More on the designs

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[Get instructions for opening the form in Acrobat Reader](#)

You'll need to download this form and open it in Adobe Acrobat Reader. [Read More](#)

[Get instructions for opening the form in Acrobat Reader](#) and [Read More](#) links opened a **Resources & Support** page with more details

How to download and open a VA.gov PDF form

We encourage you to download PDFs to your computer or other device instead of opening them in your browser. This is because some browsers have trouble opening PDFs. And sometimes browsers open a PDF but important form fields are missing. Follow these steps to download and open a VA.gov PDF form in Adobe Acrobat Reader instead. You'll need to have the latest version of Adobe Acrobat Reader installed.

[Get Acrobat Reader for free from Adobe](#)

1

Click the **Download VA form** link for the form you want to fill out. The PDF will download to your Downloads folder. You can save it to a different folder if you'd like.

Note: If the PDF form opens in your browser automatically or if you get a "Please wait" error message, you'll need to take one more step to download the PDF: Click on the download icon in your browser. Save the PDF to your device.

2

Open Adobe Acrobat Reader.

3

From the File menu, choose **Open**.

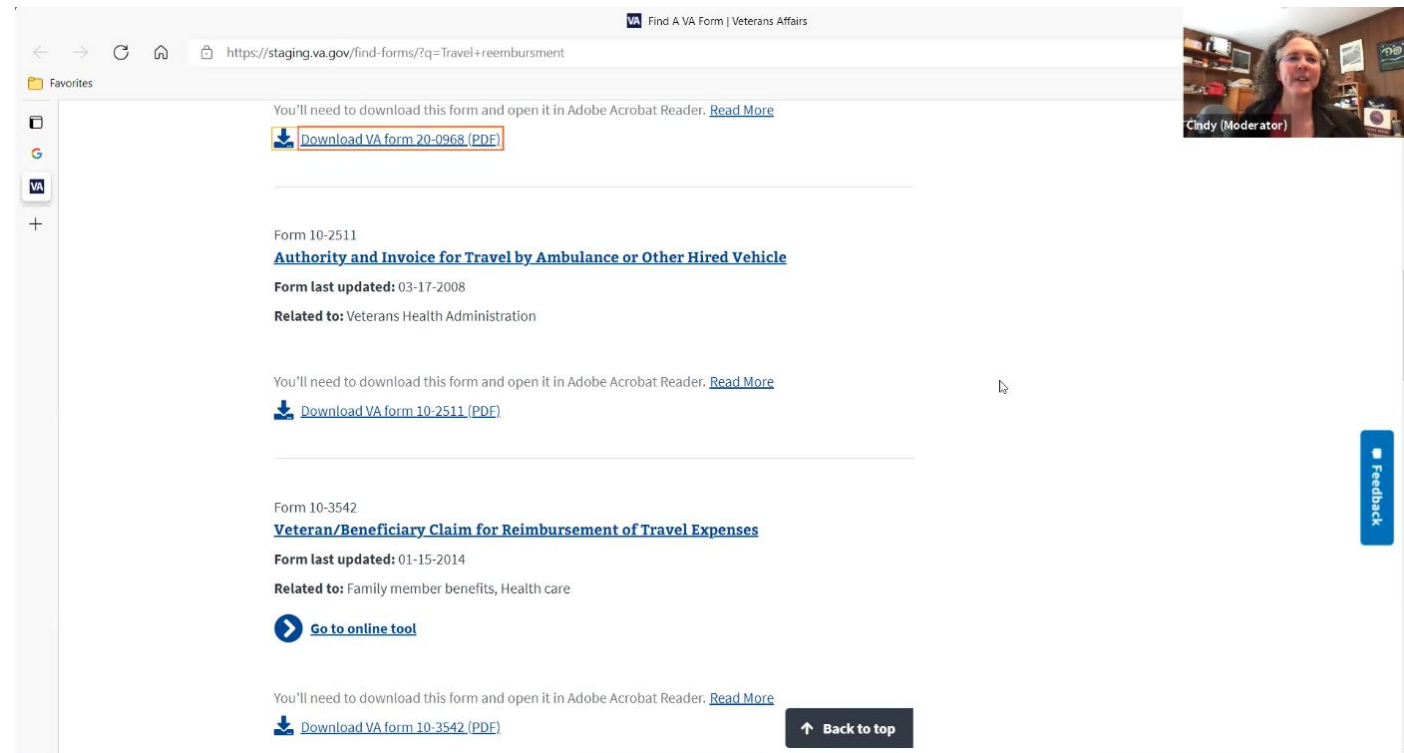
4

Go to your Downloads folder or the location on your device where you saved the PDF. Select the PDF and your form will open. Now you can fill out the form.

Methodology

Remote moderated 1-hour sessions over Zoom

- Participants asked to **search for 4 forms** using Find a Form page on Staging:
 1. 10-2850c (has digital signature)
 2. 10-0003k (has digital signature)
 3. 20-0968 (hosted on vba.va.gov)
 4. 20-0995 (hosted on vba.va.gov)
- **Each participant saw 1 of the 3 versions** of the Find a Form search results page



Participants and their Technology

11 participants

- 10 Veterans, 1 family member
- **4 screen reader users**
- **9 desktop** (7 Windows, 2 Mac)
- **3 mobile** (2 iPad, 1 iPhone)

Web browsers used during sessions:

- 5 Chrome
- 5 Safari
- 3 Edge
- 1 Firefox

Some participants used more than one device or browser

Key Findings Summary

1. Most participants **ignored the instructions** provided
2. Most participants were **unable to fill out and digitally sign *any of the forms*** without help
 - a. **Impossible on mobile devices** because the forms require a version of Adobe Acrobat only available on desktop
3. **Digital signature field was invisible** to screen reader users
4. **Form fields were difficult to fill out** using a screen reader

Key Finding #1

Most participants (9 of 11) completely ignored the instructions--no matter which of the 3 designs they saw on the Find a Form search results page

- Many participants (8 of 11) opened form detail page, and there weren't any instructions there
- Only 2 ever mentioned the instructions
- Only 1 clicked on link to learn more w/o prompting

So, most participants doing tasks w/o the benefit of the instructions we were testing

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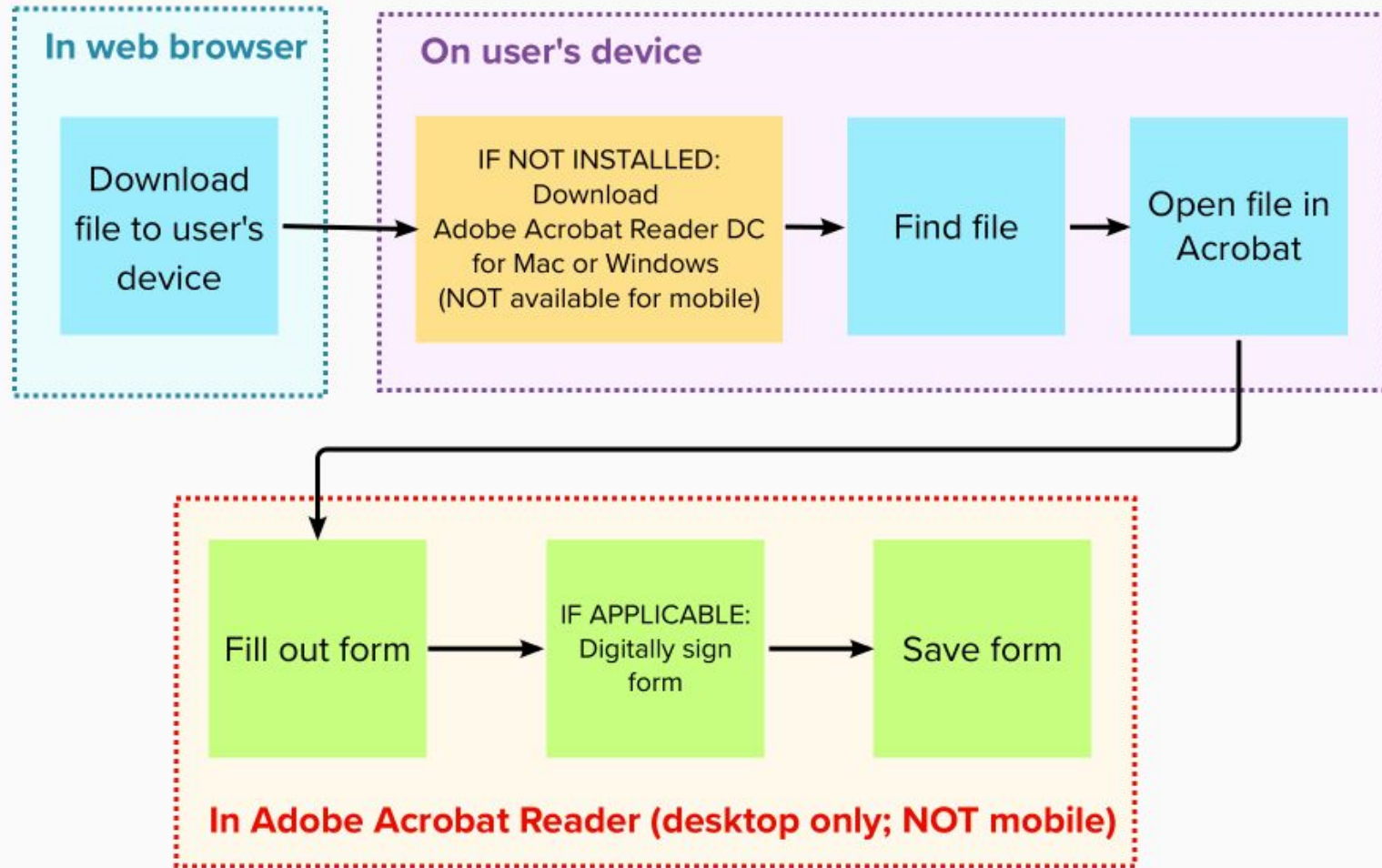
Key Finding #2

Most participants (9 of 11) were unable to fill out and digitally sign ANY of the 4 forms without a lot of help from the moderator, and many participants were unable to succeed even with all the help provided

Issues encountered depended on

- device (**must be desktop**)
- operating system (Mac/Windows)
- web browser
- whether Adobe Acrobat was installed
- default application to open PDFs

Steps to fill out a PDF Form



Key Finding #3

Participants using a screen reader were unable to digitally sign because screen readers (e.g., JAWS) don't announce location to sign

The signature field wasn't an editable field or a button, and there wasn't a label on the field

SECTION 5 - APPLICANT AUTHENTICATION & FACILITY ENDORSEMENT/RECOMMENDATION		
ELIGIBILITY: I certify that I am currently a permanent VA employee and have been continuously employed by the VA, for a period of not less than one year immediately preceding submission of this application.		
CONSENT TO RELEASE INFORMATION: For the purpose of administering the Employee Incentive Scholarship Program (EISP) award, I hereby authorize the educational institution in which I am or will be enrolled, to release to VA representatives, information regarding my student account and education information. This authorization includes information on bills, statements, charges, credits, balances, payments, past due amounts, collection activity, grades, courses, credits, GPA, registration, student ID number, academic progress, enrollment status, attendance, communications with school representatives deemed relevant for the administration of my scholarship, and any other information necessary to determine my status. This release is valid for any information supplied during my application for EISP, while participating in the program, and should any liability arise from program participation and become recoverable by the United States. I understand, that if I voluntarily withdraw this authorization after the EISP award is executed, I will be in breach of agreement and liable for the damages in accordance with the provisions of title 38 United States Code Section 7675. My signature below is my explicit written consent and authorization for the disclosure of the above information to VA representatives upon their request.		
darrel Print Name of Employee (Applicant)	<div>Signature of Employee (Applicant)</div>	Date
I certify that I have reviewed this application and recommend the applicant named above for participation in the Employee Incentive Scholarship Program.		
darrel Print Name of VA Facility Director or designee	<div>Signature of VA Facility Director or designee</div>	Date
<i>Note: All applications signed by a designee must have authorization documentation on file with S&CE or submit written authorization with the application.</i>		
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Digital signature isn't accessible!

Key Finding #4

Screen reader users found it challenging to fill out forms in Adobe Acrobat

- Missing field labels
- Incorrect tab order
- Multiple input fields under one label (i.e., last name, first name, and middle name).

The screenshot shows a form titled "Department of Veterans Affairs APPLICATION FOR ASSOCIATE HEALTH CARE PROVIDER". It includes instructions to submit the application with sufficient detail to determine eligibility for appointment in Veterans Health Administration facilities. The form is divided into sections for occupation, name, and address.

1. OCCUPATION FOR WHICH APPLYING

A <input type="checkbox"/>	CERTIFIED RESPIRATORY THERAPY TECHNICIAN	E <input type="checkbox"/>	LICENSED PHARMACIST
B <input type="checkbox"/>	REGISTERED RESPIRATORY THERAPIST	F <input type="checkbox"/>	PHYSICIAN ASSISTANT
C <input type="checkbox"/>	LICENSED PHYSICAL THERAPIST	G <input type="checkbox"/>	EXPANDED-FUNCTION DENTIST
D <input type="checkbox"/>	LICENSED PRACTICAL/VOCATIONAL NURSE	H <input type="checkbox"/>	OCCUPATIONAL THERAPIST

2. NAME (Last, First, Middle)

Three input fields for last name, first name, and middle name.

4. PRESENT ADDRESS (Include ZIP Code)

STREET ADDRESS 2 APT. NO.

CITY STATE ZIP CODE COUNTRY

Hard to fix because the 400+ VA forms are owned by different groups

Next Steps

- Finish writing research report
- Discuss findings and preliminary recommendations with Decision Tools team

Questions?