# Conversation Guide: Pre-Need Eligibility Determination Application (VA Form 40-10007), Usability Research of Integration Enhancements, August 2023

P1

## Warm-up Questions - 5 minutes

* To start, I'd like to ask you a few warm-up questions.
* Can you briefly tell me about your background with the military? [Determine if they're a Veteran, family member, or a personal representative]
  + My husband was a 100% disabled veteran and I am now a widow
* Did you know that you could apply to see if you're eligible to be buried in a national cemetery? - If so, how did you find out? Yes
* What do you think qualifies you to be buried in a national cemetery? POW
* When thinking about planning for your burial, would you prefer to be buried in a national cemetery? It’s a Kentucky state veteran cemetery.
* Have you applied before to see if you're eligible for burial in a national cemetery?
* If Yes: Could you describe how that process went and your thoughts about it?
* If No: Is that something you would be interested in doing at some point?
* Task 2: Applying for Self - Applicant is a non-Veteran - 15 minutes
  + **Scenario:** For your scenario, pretend that you are Robin Smith. You are married to a Veteran. You want to plan for the future and apply for yourself to see if you're eligible for burial in a VA national cemetery. Your spouse is sponsoring your benefits. How would you go about filling out this application for yourself? In this example, you are already signed in to VA.gov. I'm going to briefly have you take a look at this information page before you start the application.

*When participant clicks on the green button to apply, repeat the scenario:*

* + **Scenario:** I'll repeat the scenario again: Pretend that you are Robin Smith. You are married to a Veteran. You want to plan for the future and apply for yourself to see if you're eligible for burial in a VA national cemetery. Your spouse is sponsoring your benefits. How would you go about filling out this application for yourself? In this example, you are already signed in to VA.gov.

Questions to ask as they go through scenario

* + **Introduction**
  + What are your thoughts regarding the content on this page? “Since I read the information I know that I am eligible so I would start the pre-need application.”
  + Do you feel prepared to start applying?
  + *Things to watch for:*
  + Does the user feel the need to click on external links?
  + Does the user try to open the Privacy Act Statement before continuing?\_
  + **Step 1 of 7: Preparer information**
  + *Things to watch for:*
  + Observe if user has difficulty answering applying for self or someone else field (should select Applying for Self)
  + Does the user feel the need to open the additional info component?
  + If they have difficulty, could ask: What are you leaning towards selecting here? Why?
  + **Step 2 of 7: Applicant information**
  + **Applicant relationship to service member / Veteran**
  + What do you think this question is asking? My details because it is asking for the applicant. Based on the information in the previous screen.
  + What are your thoughts regarding the available options? (should select Wife)
  + *Things to watch for:*
  + Does the user feel the need to open the additional info component?
  + Does the user experience any confusion in reading details? (Need to scroll to bottom of page)\_
  + **Applicant details**
  + *Things to watch for:*
  + Do they understand they would need to provide their details here (Robin Smith)?
  + Does the user show any confusion with two new birth fields?
  + **Applicant's mailing address**
  + *Things to watch for:*
  + How do users react with applicant address/contact page being moved to this new location?  I would know that. I am very familiar with the term sponsor.
  + **Step 3 of 7: Sponsor information**
  + **Sponsor details**
  + What are your thoughts regarding whose details you'll need to provide here?
  + **Sponsor's mailing addresss/contact details**
  + *Things to watch for:*
  + How do users react with sponsor address/contact page being moved to this new location?
  + **Sponsor demographics**
  + Do you have any thoughts regarding the questions and options available here? “ ParticipaRight? “ Confusion about what to answer when the sponsor is deceased.
  + Is there anything you would change?
  + *Things to watch for:*
  + How do users react to answering potentially sensitive questions? “I don’t know this.”
  + How do they approach Other Category Comment field?
  + **Sponsor's passing**
  + *Things to watch for:*
  + How do users react to answering potentially sensitive questions?
  + **Step 4 of 7: Sponsor military history**
  + **Sponsor's military details**
  + Are you familiar with the military status dropdown options?
  + Would you know what to provide for these fields? If not, how would you get that information?
  + **Sponsor's service periods**
  + Would you feel prepared to answer these questions about your sponsor or would you need to look them up?
  + What would you do if you didn't have this information on hand?
  + For the discharge character of service options, are you familiar with those?  Yes
  + *Things to watch for:*
  + Would they be able to add multiple service periods for their sponsor?
  + **Sponsor's previous name** -*Have them select YES*
  + *Things to watch for:*
  + Do they understand what this field is asking?
  + **Step 5 of 7: Burial benefits**
  + **Previous Decedents**
  + Would you understand what this question is asking about your sponsor? Yes “Yeah like did the adult child or anyone else that could be eligible be buried with him already.”
  + *Have them select YES*
  + If they don't understand: Is there a different way you would ask it?
  + *Things to watch for:*
  + Do they understand what this field is asking?
  + **Desired cemetery**
  + Do you have something in mind for where you'd like to be buried? Yes “I would put down what I had in mind already because he is already buried there.”
  + If they don't: How would you go about finding a cemetery?
  + *Things to watch for:*
  + Does the language in the note make sense to them or do they express any concerns?
  + **Step 6 of 7: Supporting files**
  + **Upload supporting files**
  + Do you think you would need to upload something here to continue? “Probably not , but mabe his DD214 but they would’ve already had that.. maybe his marriage certificate and his death certificate and his DD214 in case it got separated.”
  + What do you think you could provide to help your application process?
  + How would you go about uploading a file if you're on a mobile device?  “That I don’t know.” “Maybe from my Google Drive or Google Docs.”
  + What are your thoughts regarding the allowed file type for PDFs?
  + **Step 7 of 7: Review application**
  + What would you do at this point? “I would read and accept and I would print it.”
  + **Confirmation**
  + What would you do at this point?  “I would want to find out what happens after I apply.” “I would screen shot the after you apply section and I would save this page because I’d be a relatively new widow and only be able to do so much at one time.”
  + When do you think you would get a decision?
  + Is there anything that would be helpful to see at this point once you've submitted
  + *Have them click After You Apply link*
  + **After you apply**
  + *Have them briefly look at page to get their thoughts*

“I think it went pretty fast. I had more of a mental block than it required going through it in real life.” “It seemed relatively easy and smooth .”

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