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

P7

## 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]
  + I was in the airforce for 24 years enlisted and commissioned, I was an EMT and officer and retired in 2010.
* 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?
  + No
* What do you think qualifies you to be buried in a national cemetery?
  + I was on honor guard and we did the burials but I know that if you have a DD214 you could be buried there.
* When thinking about planning for your burial, would you prefer to be buried in a national cemetery?
  + Yes
* Have you applied before to see if you're eligible for burial in a national cemetery?
  + No
* 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?
  + Yes

## Task 4: Applying for Someone Else - Applicant is a non-Veteran - 20 minutes

* **Scenario:** For your scenario, pretend that you are Sammy Smith. You're a navy Veteran, and you have a disabled adult dependent son who is 20 years old. You want to plan for the future and find out if your adult son is eligible for burial in a VA national cemetery under your benefits. How would you go about filling out this application? 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.
  + **They are very direct, it gives you the steps that are broken down and you don’t have to waste any time.** Participant liked the flow, the documents section, directness and cemetery lists.

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

* **Scenario:** I'll repeat the scenario again: Pretend that you are Sammy Smith. You're a navy Veteran, and you have a disabled adult dependent son who is 20 years old. You want to plan for the future and find out if your adult son is eligible for burial in a VA national cemetery under your benefits. How would you go about filling out this application? 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?
* Do you feel prepared to start applying? Yes
* *Things to watch for:*
* Does the user feel the need to click on external links? Yes, they clicked on eligibility information
* Does the user try to open the Privacy Act Statement before continuing? No
* **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 Someone Else) This was clear in the blurb before starting
* Does the user feel the need to open the additional info component? Participant tried to continue through the form without filling out required fields.
* 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? Here is when I would put in that it is my adult disabled son.
* What are your thoughts regarding the available options? (should select Adult Dependent Son) She understood.
* *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)? Confusion here deciding who the applicant is
  + I get what they want but looking like this , the applicant details to me would be me the veteran vs the dependent child.
    - This would be the same as mine because they would be living with me.
* 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?
* **Step 3 of 7: Sponsor information**
* **Sponsor details**
* What are your thoughts regarding whose details you'll need to provide here?
  + Confusion on who the sponsor is. Riley was not the name of the applicant.
    - I understand the need because if the sponsor is deceased and the wife is wanting to buyer the sponsor at a cemetery, maybe “guardian”? The words sponsor is confusing . “
* **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?
  + It is straightforward but the sponsor would be the veteran so what is the sponsor? That is very clear.
* Is there anything you would change?
  + What difference does it make for the ethnicity for the sponsor?
* *Things to watch for:*
* How do users react to answering potentially sensitive questions? Seemed a little angry.
* How do they approach Other Category Comment field? No comment on it
* **Sponsor's passing**
* *Things to watch for:*
* How do users react to answering potentially sensitive questions?
  + “I think it would be more appropriate to ask if the sponsor is deceased.” Can I just say if youre going to ask this question, it kind of needs to be asked before because if the sponsor is deceased it would make sense that they are the widow or widower.”
* **Step 4 of 7: Sponsor military history**
* **Sponsor's military details**
* Are you familiar with the military status dropdown options? Yes
* Would you know what to provide for these fields? If not, how would you get that information?
  + Since the veteran is deceased, the person should have everything they need because right when you start it tells you what you need to have.
* **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? “ I have no idea what these ranks or acronyms are.” “I would not be prepared to answer these questions.” I would log out because I would get frustrated. As a military branch finding out another persons military branch I would be frustrated.
* For the discharge character of service options, are you familiar with those?
  + “What date would you want in there if you went back from active duty to reserve?” Yes familiar with character of service options.
* *Things to watch for:*
* Would they be able to add multiple service periods for their sponsor?
  + “Airforce you reenlist every 4 years and have a DD214 for each of those. Do you add each one?” “If there was a break in service, but if you add honorable in the navy and then got a dishonorable, would I qualify the second time for dishonorable? “
* **Sponsor's previous name** -*Have them select YES*
* *Things to watch for:*
* Do they understand what this field is asking? “Well theres been times when men take their wives name so ok”
* **Step 5 of 7: Burial benefits**
* **Previous Decedents**
* Would you understand what this question is asking about your sponsor?
* *Have them select YES*
* If they don't understand: Is there a different way you would ask it?
  + “I like that it says deceased unlike the last question we answered”
* *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 because in the beginning there was a tab where you could look up the national and state cemeteries before you started the process.”
* 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?
  + You should have these files because it tells you to have these available.
* What do you think you could provide to help your application process? I would feel the need to upload if it was a dependent adult child. As a veteran, that’s already in your DD214 but as a dependent adult child from the time the person got out of the military something might have happened but that’s the medical documentation showing that that child is disabled.”
* How would you go about uploading a file if you're on a mobile device? “I have no clue. OH I could take a picture of it and attach it this way.”
* What are your thoughts regarding the allowed file type for PDFs? Yes
* **Step 7 of 7: Review application**
* What would you do at this point?
* I would look to make sure that everything coincides. All of the addresses are right.
* **Confirmation**
* What would you do at this point? I would print this page.
* When do you think you would get a decision? If I have given everything , within 30 days.
* Is there anything that would be helpful to see at this point once you've submitted?
  + “Everything is being emailed called or sent to them but if that person isn’t comprehensible about what’s going on” “You don’t have anything to upload that says you can talk about this with any other person.”
* *Have them click After You Apply link*
* **After you apply**
* *Have them briefly look at page to get their thoughts*
  + *“I don’t think I wouldve scrolled down if I printed it because everything was done.” “This would’ve frustrated me.”*

## Post-Task Interview - 5-10 minutes

Wonderful! Thank you so much for walking through that with us and telling us your thoughts. We just have a few questions to ask before we wrap up our session for today.

* What did you think of the application process overall?
  + In the beginning to get the information about what I was doing, information and documents for what I needed were excellent.
* On a scale of 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the application process for Pre-Need that you just experienced?
  + 3 – “the terminology for deceased, sponsor/applicant/burial person, and to go through it I think the what happens yet you cant control processes but this should be updated month/year when this page was updated and we hear excuses. Its kind of insulting. Its like youre putting the blame on the veteran for dying.”
* On a scale of 1 to 5, how mobile-friendly do you think it is?
  + 1 – “I don’t have apps on my phone and I need to update my life, my DD214 on to it and its just not friendly.”
* If you could snap your fingers and recreate the application process for pre-need to make it better, what would that process look like?
  + When you talk about going to the page with pre-burial need, maybe have this information for all this other stuff before and not at the end.” If that is the same process as the other claims, this will be a useless tool because it won’t show real time updates. I’m disheartened.”
* How would you do things differently?
* Is there anything else on your mind that we didn't ask?
* I'm going to ask my colleage [Charlie or Cindy] if they have questions at this time **Only if there are observers:** and also check the channel to see if any of our observers have any questions. [Check Teams chat for questions]
* Do you have any questions for me?