**Project-Specific Setup and Intro - 10 minutes**

* Are you on a desktop, mobile or tablet device? Mobile but has desktop available.

**Warm-up Questions - 5 minutes**

* To start, I'd like to ask you a few warm-up questions.
* Can you tell me a little bit about yourself? [Determine if they're a Veteran, family member, or a personal representative] In military mod 80s to 90s. Cryptographer coding and decoding messages. The reserves and then retired. Now works for national guard as counselor.
* Did you know that you could apply to see if you're eligible to be buried in a national cemetery at any time? - If so, how did you find out?

Yes - but how do find out?

Did not check but dad was able to be buried through the service.

* What do you think qualifies you to be buried in a national cemetery?

Good service, honorable discharge, time in.

* When thinking about planning for your burial, would you prefer to be buried in a national cemetery?

Thought about being buried in “tree thing”. If buried in VA cemetery it would be an honor.

* 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?

No, but yes definitely.

**Getting Started - 1 minute**

**Task 2: Applying for Self - Applicant is Non-Veteran - 15 minutes**

**Information page**

* Really straight forward. Breaks it down nicely. Why not Arlington national cemetery?
* Information page reading quite thoroughly.

**Questions to ask as they go through scenario**

**Introduction**

Clicks on button right away but did skim through it.

* + What are your thoughts regarding the content on this page?
  + 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? \_

**Applicant information - Applicant relationship to service member / Veteran**

Got through spouse and surviving spouse questions quite quickly\*

Moving fast.

* + Do you understand how to answer the question this screen is asking?
    - \_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)\_

**Sponsor information - Sponsor details**

* + What are your thoughts regarding whose details you'll need to provide here?

Understands sponsor terminology and the differences between applicant and sponsor. Sponsor common applying for VA benefits and tri care. Use it a lot.

**Sponsor information - Sponsor demographics**

* + What do you think about the messaging for potentially sensitive questions?
  + What are your thoughts on the questions themselves?

Seems to understand this pretty well. Sensitive part is good. Self-explanatory with any application of any sort.

* \*\*Sponsor information - Sponsor's passing \*\*
  + What do you think about the messaging for potentially sensitive questions here?
  + Is anything confusing or concerning to you?
  + Why do you think this information is collected?

**Military history - Sponsor's military details**

* + *Keep an eye out for confusion regarding status dropdown options*

Knows this pretty quickly. Knows the information of service number, claim number, military status. Muted for a second.

**Military history - Sponsor's service periods**

* + Are you prepared to answer these questions or would you need to look them up?
  + What would you do if you didn't have this information on hand?
* Pretty cognizant
* Service dates might have to look up but the others she would have. Would answer all of them (required or not required). The more info they have the quicker it would go.
* Confused with sponsors previous name part. Sammy Johnson

**Burial benefits - Previous decedents**

* + What are your thoughts regarding the questions on the page?
  + I think that is great. You know it would be an honor to be buried in a national cemetery so if you got to put your preferences in there that would be awesome.
  + Do you have thoughts or feedback for this page?
* I didn’t know that you get to pick. Process: I just didn’t think you got to pick; I thought if you were applying they would burial you as close as they could to your family. I didn’t know you got to pick a cemetery. Of course they cannot guarantee it. That is kind of nice that you kind of get to pick.

**Supporting docs**

* + Do you think you would need to upload something here to continue?
  + How would you go about uploading this if you're on a mobile device?
  + What are your thoughts regarding the allowed file types [PDFs]?

Certain docs would be required is understandable for time and status sake. Probably would need marriage documents to prove you are actually married. Sponsor has right to make sure you also have burial plot.

This page went more in-depth. Would try to do everything via computer. On mobile device. Could pull documents off of various pre planned programs. Legal stuff is on OneDrive. Mobile would be preference as she has access all the time. Easy to change from PDF quote easily (Word to PDF)

**Contact information - Sponsor address/contact details**

1. Contact is nice with each step having the application ID. Read additional info. Likes it. Understands quite nicely. “Really good”
2. Got through sponsor page quickly.
3. Likes the review page and the ability to review answers. Went through all accordions.
   * Would you have this on hand or would you need to look it up?

**Confirmation**

* + What would you do at this point?
  + When do you think you would get a decision?

Understands everything well before questions.

Would check email to see if confirmation was there then wait for them to contact her or if they need more info. Assume it will take a while. Assumes months. Took seven months applying for last DD214. Using previous experience. VA takes long time with stuff.

**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? Piece of cake. Pretty easy to know what to fill out next. Self-explanatory. Small questions super to fill in.
* 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? 5, super easy.
* On a scale of 1 to 5, how mobile-friendly do you think it is? 4 or 5
* If you could snap your fingers and recreate the application process for pre-need to make it better, what would that process look like?
  + How would you do things differently?

No actually very easy. Easy with preplanned documents though would help.

* Is there anything else on your mind that we didn't ask?
* I'm going to ask my colleague [Charlie or Cindy] if they have questions at this time **If there are observers:** and also see if any of our observers have any questions. [Check Teams chat for questions]
* Do you have any questions for me?

Charlie- The more info they have the quicker it would go. The more information provided, you wouldn’t have to go back and fourth with the VA and emailing. Takes forever after emailing. The more stuff you fill in right away, they won’t go back and fourth with you it’s already competed.

**Post interview:**

Rhonda. If application is simple, she assumes internal process is simple. How she equates process within VA is fsincating. She liked having app ID on each page. Liked mobile versus desktop. Arlington versus VA. cemeteries. People just don’t know the differences between Va and other.

Cindy- info page we are working on updates. Soon updating task for content updates. Can provide suggestions for Arlington.

Rhonda- Mike mentioned a lot of words on that page. Must balance between different people.

Charlie- efficient tech savvy, supporting doc mobile portion was on point.

Rhonda maybe counselor helped?

Charlie- Applying before versus job description.

Cindy’s asking Shannon about how she recruits the participants. Users online using efficiently already versus print, on television. Rhonda-Would less tech savvy person applying be different experience?

Make application intuitive as possible, but don’t overburden with tech savvy people.