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

* Are you on a desktop, mobile or tablet device? Mobile

**Warm-up Questions - 5 minutes**

* Can you tell me a little bit about yourself? [Determine if they're a Veteran, family member, or a personal representative] 84-86 in military, radio repair man.
* 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?

No.

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

Honorable discharge

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

Haven’t decided yet. Debating between cremation or burial.

* 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.

**Task 1: Applying for Self - Applicant is Veteran - 15 minutes**

**Information page**

* Really reading through information page. A bit slower getting through this part.

**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?
    - \_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?\_

Would need to make sure he got all the needed information before starting.

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

* + 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)\_

He’s getting through this part quickly. Understand questions just fine.

**Applicant information - Applicant demographics**

* + What are your thoughts regarding the messaging for potentially sensitive questions?
  + What are your thoughts on the questions themselves?

Pretty basic and easy besides female in prototype option.

**Military history - Military details**

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

Difficulty understanding how the prototype was built.

**Military history - 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?

He has information on hand because of DD214.

Understands content pretty well.

**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 type?

Is okay to understand this but usually would upload multiple documents. Would take a photo here to upload. PDF is okay but not sure about uploading on a phone. Would probably do application on the computer to scan dd214. Would probably have issue uploading through the phone.

Got through applicant info quickly.

**Confirmation**

* + What would you do at this point?
* Would write down info and wait for someone to get back to him as long as it takes.
  + When do you think you would get a decision?
  + Ah with as many probably as long as it takes. I would say not more than a month I would hope.

**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? Not too hard, pretty self-explanatory.
* 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, complicated here or there.
* On a scale of 1 to 5, how mobile-friendly do you think it is? 3, people not knowing how to use mobile to download stuff.
* 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?
* 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 **If there are observers:** and also see if any of our observers have any questions. [Check Teams chat for questions]

On the first page you spent time reading it verse the rest where it seemed like you went through it faster, anything difficult to understand: No there was just a lot of read and see what was there. Other than that the application was easy for me otherwise.