**Project Specific Intro and Setup**

* Are you on a desktop, mobile or tablet device? On a mobile device, iPhone.

**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] Veteran getting ready to retire after 24 years, transitioning to civilian world, found through LinkedIn connection, more dependent on VA products in the future.
* 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? Wasn’t aware about burial in VA national cemetery.
* What do you think qualifies you to be buried in a national cemetery? For qualifies, she thought being a service member and you passed the way at war and if we’re a Veteran, have cremation services as an ability.
* When thinking about planning for your burial, would you prefer to be buried in a national cemetery? Didn’t realize you had to apply, they just did it
* 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?
  + Have not applied. Would be interested to make it easier on family and others for any given point.

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

Ok, in the prototype we're looking at an information page about pre-need. I'm going to briefly have you take a look at it before you start the application.

* **Scenario:** For your scenario, pretend that you are Sammy Smith, a Navy Veteran, and that you want to plan for the future and find out if you're eligible for burial in a VA national cemetery. 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?
    - \_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?\_
    - Got through quickly.

**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)\_
  + Read applying for self thoroughly.
  + Got it right away. Easy so far.
  + Prefilled comment

**Applicant information - Applicant demographics**

* + What are your thoughts regarding the messaging for potentially sensitive questions?
  + What are your thoughts on the questions themselves?
  + Nothing with wording for sensitive questions. Went fast through it.

**Military history - Military details**

* + Keep an eye out for confusion regarding status dropdown options
  + “Maybe consider moving required field up for military details”

**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?
* Service periods, most have one type of service, but she had several with different dates. “Start application here, you will need the following sources as a recommendation”. Survivors putting in information would need it on hand. To be better prepared for this process, please have DD214, memos, orders—. Could save it, get documents, proceed forward.
* Accidentally pushed previous name
* “Didn’t have to do it because it’s not required” for page before burial benefits
* Moving through the application quick efficiently and 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?
  + Understood the document uploads. JPG and PDF differences and conversions with both. Read through it pretty fast overall.
  + Applicant information easy enough.
  + Review page possibly relook into redesign\* for prototype. Seemed to understand content.

**Confirmation**

* + What would you do at this point?
  + When do you think you would get a decision?
  + Understood the confirmation page, clicked what happens after you apply page. Thought it could take a month-90 days.

**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? Overall great, seems inline with eligibility benefits and to the point.
* 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? Said a 5 out if 5.
* On a scale of 1 to 5, how mobile-friendly do you think it is? 5 for mobile rating.
* 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? To snap fingers and improve, no recommendations. Liked pre-population of data and easy to deal with. Service periods with all the different variables could help.
* 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]
  + Cindy’s question, No questions from the observers.
* Do you have any questions for me?

**Observer note**

Rhonda felt she was tech savvy and was wondering about participant age range.

* Also asked just mobile?