**Project Specific Intro and Setup**

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

**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] Air force Veteran, working through past issues as a Veteran.
* 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, good timing for the serving. Just applied and got accepted. It was in the background of knowledge. Learned from Reddit learning machine.
* 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? I don’t personally care. It’s more about family. Would let brothers choose.
* 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? *Yes, one time a month ago,*

**Information**

* “Lazy and would go the bottom first to look.”
* Would jump into the links.
* Look into if he’s eligible then what he needs then get into the conversation.
* “Does the adult child have to be disabled?”

**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?\_*Quickly got through that page.*

**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)\_

Have to dig into applying for self or someone else part. Might be part of the process with information from the start to now what’s needed or not. Specifics with wording for user and VA requirements. Confused a bit with this part and kids signing or not signing.

Quickly got through.

**Sponsor information - Are you the sponsor? Y/N**

Why would I have to answer this? Doesn’t make dang sense. Dutifully clicking away. Don’t care personally.

* + Would you have questions about what to select here? *[They should pick Yes based on the task]*
  + Whose details do you think you would need to provide if you picked No?

**Sponsor information - Sponsor details**

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

**Sponsor information - Sponsor demographics**

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

*Quickly got through these.*

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

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

**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?

*Knows his pretty well but would have to go back and check the binders.*

**Burial benefits - Previous decedents**

* + What are your thoughts regarding the questions on the page?
  + Do you have thoughts or feedback for this page?

**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]?

PDF and JPEG.

Yes would upload.

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

* + Would you have this on hand or would you need to look it up?

**Contact information - Preparer info/address/contact details**

* + Would you have this on hand or would you need to look it up?
  + What are your thoughts on the information being prefilled here?
  + Do you understand the difference between a sponsor and a preparer?

- Made it through quickly.

- Additional info- I’m thinking you should tell me.

- Applicant versus sponsor. Rechecked. He likes 6 of 7 wording and I think the blue box wording too.

- Who’s the applicant, sponsor, preparer?

**Review page**

* Weird with the demographics section. Arlington freedman quarter. No need for that now. Indigenous factor wouldn’t need that now. Irrelevant or needed for specific instances.
* Would ignore the rest and just confirm.
* Painstaking confirming all of the accordions and the information there.
* If I reviewed before, simpler and shorter.
* Having issues with scrolling with the accordions.
* Thought he’d be required to upload something. Would have to go back and double check. Would write down his list to upload. Would maybe prepare DD214 before (information page addition?).

**Confirmation**

* + What would you do at this point?
  + When do you think you would get a decision?
* Would save the confirmation info most likely

**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? Simple, not bad, maybe because third party and mobile.
* 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? 4
* On a scale of 1 to 5, how mobile-friendly do you think it is? 5. Everything seems to fit.
* 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? Checklist of what to upload throughout. Also, likes the prefilled throughout.

“Easier and faster this time around versus the first time. Met my expectations. Different applying for one self and knowing ones situation.”Pretty par versus other VA applications, average.

At the end convo with observers:

- Look for ways to separate the information at the end.

- Good for applying for someone else and myself

- If they already have gone through page with the supporting documents, can link up. VA. UK shows supporting docs on the bottom throughout.

- How do real people deal with it?

- Did they recruit beyond the basic internet.