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

* Are you on a desktop, mobile or tablet device? iPhone mobile moving to the laptop. Difficulty finding zoom share on 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] United States marines, on a submarine in Hawaii, 1.5 years of schooling.
* 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? Yes, but how do I get into Albrighton because I don’t have a medal of honor. Interaction with veterans and involvement with the va that included information about burial benefits and my grandfather is in the black hill’s cemetery. I guess that was my first window to viability with hose benefits.

* What do you think qualifies you to be buried in a national cemetery? Um, a veteran with an honorable or general discharge and veterans sated of 180 days active duty.
* When thinking about planning for your burial, would you prefer to be buried in a national cemetery? National cemetery. Spread ashes in black hill or in Hawaii
* 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, not that he knows of.

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

**Information page:**

Skimming through it quickly. Not surprising him. Thought gathering documents part was odd. “Once I have the information I’d go ahead and apply.”

**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?\_
  + Went right into the apply.

**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 mentioned difference between applicant (maybe sponsor?). Confusion here.

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

* + 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?

Familiar with the term sponsor: I assume it is the sponsor because it is under my military service, so I am sponsoring the disabled child. “Why is ethnicity required?”

**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?

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

* + *Keep an eye out for confusion regarding status dropdown options*
* This are option, so I don’t know why it is requiring me to fill it.
* would you know where these numbers are or could get them: yes I know my service number was my social number. VA claim number, which claim. I have disability claims, is that what it referring to.

**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?

- Moved through quickly beyond not filling out required fields. Had some past history getting the service periods.

- “Well that brings up other issues. You asked if I had access to my service records. I have had issues the last few years because I only have my last dd214, I requested my complete service record for the past 3 years and went through the national archives for that.”

**Burial benefits - Previous decedents**

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

- It lets me select this. These are my only options for the prototype.

**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]?

- Moving through fast. Didn’t pay attention to a lot of required fields parts.

* **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?
  + It would be my information, Sammy’s.
* **Confirmation**
* I am the sponsor.
* You would click on that link? Yes
  + What would you do at this point?
  + It would take me to a screen that would display the process that is subsequent to the application process. It would outline the process.
  + When do you think you would get a decision?
  + I don’t know, about 30 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? Pretty good, but make it more intuitive.
* 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? /
* 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?

- Nothing he could think of right now.

* 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]
* Why only required? Required/non required field: Looking at the red asterisk, I wouldn’t fill it in if not required. Not required not as important: Others feel like they aren’t required that’s why they aren’t required. When you have dozens of emails you just have to do the bare minimum to get through it.
* Do you have any questions for me?