**Participant Key Ratings**

**P0 – Cindy:**

* Suggesting adding additional options for birth sex field. **-P0**
* “I think it’s appropriate [sponsor demographics] and I understand the sensitivity of it with some folks and I know that you’re probably basing these questions on what the VA is providing you. My only thing would be that, because it is sensitive to some people, probably put another feature here where some folks could be classified as they, or folks who are trans and non-binary would feel comfortable answering these questions, as well.” **-P0**
* Would have no concerns about sponsor passing content and question. **-P0**
* Wondered if some character of service options would render you ineligible. **-P0**
* Type of separation/characterization is something the applicant/spouse might not know about their spouse sponsoring them, suggested having an unknown option and to leave it to VA to figure out based on the person’s SSN **-P0**
* Mentioned the progress indicator at the top of each page doesn’t seem to move. **-P0**
* “So far, everything is very clear to me, not very difficult to understand.” **-P0**
* Thought documents were mandatory to upload. **-P0**
* Wondered what a spouse would do if they didn’t know what a DD214 was. **-P0**
* Suggested havng a checkbox saying “address is the same as applicant” on sponsor address page. **-P0**
* Mentioned in the military, the sponsor is the military member that provides the benefits to immediate family members and had no confusion between applicant and sponsor terms. **-P0**
* Wondered if other countries would be allowed in address fields. **-P0**
* Would fax or mail in documents if they didn’t upload when applying. **-P0**
* Thoughts on application process: “I love it. For the most part, it’s easy to navigate. It doesn’t ask very difficult questions or require a lot of information from me. Most of the information would be readily available for me. It was fast, too. It didn’t take very long to go through it. I like it. I like the application.” **-P0**
* Thoughts on mobile-friendliness: “Very easy to navigate on the display. It’s very intuitive and easy to navigate, so I would give it a five [out of five] as well for that.” **-P0**

**P3 – Cindy:**

* Had only looked up pre-need information once before, but was interested in applying **-P3**
* Thought that having a service-connected disability would quality them for burial at a VA national cemetery. **-P3**
* Not 100% sure but is leaning towards burial in a VA national cemetery. His family’s decisions for burial will likely affect his. **-P3**
* Confused by “Pre-Need” phraseology. “I really have to stop and think, ‘What do they mean by “Pre-Need”?’ That confuses me.” **-P3**
* Assumed a spouse that has access to apply will know how much of their data prefills in application. **-P3**
* Understood difference between applicant and sponsor and that the sponsor is the Veteran who would be covered by benefits. “If I’m a spouse, then the sponsor is the actual Veteran”. **-P3**
* Had no issues with the phraseology for the potentially sensitive demographic questions. **-P3**
* Understood the phraseology for the sponsor passing content. **-P3**
* Didn’t know their VA claim number for military details. Thought they might be for Vietnam War Veterans. “I don’t think anyone knows their claim numbers.” **-P3**
* Would be prepared to answer questions regarding sponsor’s service periods. **-P3**
* Would save application and return to fill out service period details if they didn’t have them on hand. **-P3**
* Noted that information on what would be needed to complete the application was noted at the beginning, on the application Introduction page. **-P3**
* Thought it’d be tough to pick a desired cemetery for burial at this point. Wondered if it’d be possible to change your choice at a later date, thought it’d be good to show information regarding that. “I don’t know if everyone feels ready [to pick] when they’re doing the application […] That feels like the biggest commitment [...]”. **-P3**
* Wondered if children would be eligible for burial at a VA national cemetery. **-P3**
* Thought some people might want to be buried at Arlington but knew there were rules, and thought it’d be helpful to have clarification on eligibility for that [hadn’t seen Pre-Need information page]. **-P3**
* Was confused between previously deceased person and sponsor and wondered what the difference was [didn’t appear to read initial question regarding previous decedents and was confused about scenario].
* Was able to identify which supporting documents they could provide. “Ah, types of documents. DD214.” **-P3**
* Mentioned that the National Guard would have a different discharge document than the DD214. **-P3**
* Would be able to upload a PDF for supporting documents on their phone. “I don’t think that’s going to be problematic for most people.” “If it’s a jpeg, it might be easier on a mobile app.” **-P3**
* Suggested being able to open up his phone’s camera to take a picture of a document. “I think everyone knows how to save a mobile picture […] That might make a little bit more sense for an older generation.” **-P3**
* Had no qualms about providing contact details. “I’m not going to think twice about why the VA wants my contact information.” **-P3**
* Would use “Need help?” footer content if they had questions. **-P3**
* Expected it would take at least a couple of weeks to get a decision on eligibility. Would expect to get a confirmation in the mail, but knows it doesn’t happen with all applications. **-P3**
* Thoughts on application process: “Overall, it’s good.” **-P3**
* What they’d do differently: Would rephrase the word “pre-need”. **-P3**

**P6 – Cindy:**

* Didn’t know they could apply to Pre-Need **-P6**
* Thought having served would quality him for burial at a VA national cemetery. **-P6**
* Hadn’t thought about his preferences for burial/interment. **-P6**
* Would be interested in applying for Pre-Need **-P6**
* Took the time to read eligibility requirements on Pre-Need information page. “For the initial page, I think it’s good. It had information I hadn’t even thought of.” **-P6**
* Relationship to SM/Veteran q: “Even at first glance, it’s completely understandable to me.” **-P6**
* Didn’t think collecting applicant demographics was relevant to Pre-Need application process. “Why do you need the statistics on who’s using this and why in-depth?” **-P6**
* Character of service field label wording was odd **-P6**
* Would feel prepared to answer service period questions. If they didn’t have the details, would use DD214 to look them up. **-P6**
* Wouldn’t know which desired cemetery to pick off the top of their head. “I wouldn’t know off the top of my head.” **-P6**
* Suggested some kind of map feature to be able to locate cemeteries near their desired location. **-P6**
* Since their desired cemetery is not guaranteed, wondered if it was possible to have users note the top 3 desired cemeteries in case their first place is denied. “The way it looks right now, they may try to assign you to a place that may not be suitable to your family.” **-P6**
* Had no issues understanding what to provide for previous decedent **-P6**
* Found the fax number and mailing address for sending supporting documents helpful **-P6**
* Did think they’d be required to upload supporting documents **-P6**
* Wouldn’t have difficulty uploading documents on mobile, but would prefer doing the application on a desktop because they try not to store sensitive documents on their mobile device. **-P6**
* They are ok with uploading documents in PDF format but expect others to need JPEG format. “Some people might not know you can use a free PDF program and that there are plenty out there that are trustworthy to use.” **-P6**
* Thought the ability to review application before submitting was helpful. “I like that, so you can look through and see if you made any mistakes.” **-P6**
* Wondered if they would also get an email confirmation. **-P6**
* Expected to be able to edit the application after submitting.
* Thought they’d get a decision on eligibility “Sometime in the next year […] I would not be expecting a decision anytime soon.” **-P6**
* Thoughts on application process: “Pretty straightforward. I don’t see anything out of bounds. The only thing I didn’t understand is why you’re asking the sex at birth, the ethnicity and all that. I don’t understand the relevance for your burial application.” **-P6**
* To make the application easier, was wondering if it’s possible to prefill information from their DD214, such as service periods. **-P6**

**P7 – Cindy:**

* Didn’t know she could apply to see if she’s eligible to be buried in a VA national cemetery as the spouse of a service member. **-P7**
* Spouse of a service member thought military status would qualify her for burial in a VA national cemetery. **-P7**
* Didn’t have a strong preference for where she’d be buried, as long as it was with her service member spouse. **-P7**
* Hasn’t applied for Pre-Need but would be interested. **-P7**
* Would read the Pre-Need information page. **-P7**
* Read through application Introduction page. **-P7**
* Clearly understood what to select for applicant routing page. **-P7**
* Thought the relationship to service member/Veteran question was very clear. **-P7**
* Didn’t have problems with sponsor demographics page. **-P7**
* Wasn’t concerned about content for passing of sponsor question. “I do see death on a daily basis, so it doesn’t really bother me, but maybe someone who has just experienced death, it may upset them a little bit, but I feel it’s something that would need to be required. While they may be upset, I also understand the need for the question, especially since it tells you, ‘We’re sorry, it’s difficult.’ Essentially, you’re telling them, ‘We’re sorry for your loss.’” **-P7**
* Would mostly fill out required fields and skip the optional ones, particularly relating to providing sponsor information. **-P7**
* Would text spouse for sponsor details she didn't know. **-P7**
* Had a desired cemetery in mind for what she would pick. **-P7**
* Thought that Type of Document dropdown on Supporting Documents page should have an option for active duty members since her spouse sponsoring her is a service member. **-P7**
* Would fill out the form on the computer, as she would have trouble uploading PDF documents through her mobile device. “If I was more cellphone savvy, I’d have the documents on my phone or drive or google to put those documents in there, so I’d feel the need to only fill it out on the computer.” **-P7**
* Wouldn’t feel the need to provide sponsor address details, especially since they’re not required. **-P7**
* Wouldn’t open the accordions on the review page as she prefers not to before submitting the application. **-P7**
* Thought it’d be at least a month or so before she heard a decision. **-P7**
* Thoughts on application process: “I thought it was ok. I thought that everything that was asked was necessary. I thought it was pretty easy, too.” **-P7**
* Thoughts on mobile-friendliness: “I feel it’s mobile friendly, but there should be an option for the camera to upload that document if you were strictly doing it by mobile [due to PDF limitation].” **-P7**
* To improve the application process, she would limit the number of unrequired questions that are asked throughout the pre-need form. **-P7**

**P9 – Cindy:**

* Did not know they could apply for pre-need. **-P9**
* Thought having a Purple Heart would qualify them for burial at a VA national cemetery.
* Took the time to read pre-need information page. **-P9**
* Wouldn’t pursue applying as he’s interested in pursuing burial at Arlington National Cemetery unless it got him into pre-eligibility for that cemetery. **-P9**
* Appreciated that application would be prefilled [if signed in]. So it’ll prefill your application. That’s fantastic.” **-P9**
* Took the time to read application Introduction page. **-P9**
* Was able to click on correct option for application routing question. “I’d assume whether it’s me or if if I already passed like my wife or somebody trying to finish it, I’d assume.” **-P9**
* Relationship to SM/Veteran Q: “Applicant is the service member or the veteran. I’d expect the question to change if you’re applying for yourself. It’s ambiguous. I’d click the top one.” **-P9**
* Understood applicant information is prefilled. **-P9**
* Had no concerns with applicant demographics questions. “I don’t need to be apologized to. I understand why you need to ask those questions. The whole, ‘We understand the discomfort we may cause…’ I don’t need to read all that.” **-P9**
* While he could remember most of his info, thought it would be very beneficial if military details such as service periods could prefill [based on their DD214]. “Branch of service and rank I don’t think is a problem for people to remember, but service dates is.” **-P9**
* Assumed previous name page would most likely be used by females. **-P9**
* Had an idea of where [at least which state] they’d want to be buried. **-P9**
* Would have no issues uploading a PDF of his DD214 on a mobile device as they keep a copy of it. **-P9**
* Would never mail or fax their documents in. “I’m never going to mail or fax my documents, so that’s moot for me.” **-P9**
* Would not click on types of documents additional info component as he had an idea he’d need to provide his DD214. **-P9**
* Was hoping that applicant mailing address/contact details would be prefilled [they are prefilled in actual application.] **-P9**
* On review page: “Whoever did this… l like that you can click on your information and go through and edit whatever. So that’s a very nice add.” **-P9**
* Thought they’d receive a decision in 4-6 weeks from VA. **-P9**
* Thoughts on application process: “I thought it was pretty seamless, pretty easy. The only thing I would have liked to see is more information on Arlington before having to go to another thing, but otherwise, it was pretty easy, pretty seamless. If I had it on my computer, it would have taken me 5 minutes to complete.” **-P9**
* Thoughts on mobile-friendliness: “From what I can see, I would venture to say that it’d be pretty mobile-friendly. Probably a 4. [rated it a 4 because he didn’t think he should rate it a 5 since he wasn’t “driving” the prototype due to sharing issues] **-P9**
* “Being able to have it prefill your information from VA.gov is fantastic. So I don’t think you can make it [the application] much shorter. So you’re pretty good right now.” **-P9**

**P11 – Cindy:**

* Knew that he could apply for burial at a VA national cemetery. **-P11**
* Thought honorable active duty service would help them qualify for burial at a VA national cemetery. **-P11**
* Would prefer to be buried at a national cemetery near him. **-P11**
* Was interested in applying for pre-need. **-P11**
* Would read through everything in Pre-Need Information Page and searched for details applying to their specific scenario. **-P11**
* Read through the content on the application Introduction page but thought the Pre-Need Information page had told him everything he needed to know so he wouldn’t necessarily have to read everything here. “The previous page told me everything I needed so I wouldn’t have to read everything below.” **-P11**
* Initially selected the right option for who they’re applying for but had slight confusion when taking a second look. “If I’m looking to qualify for benefits to bury my disabled dependent child… Would I be filling out the form since I’m the Veteran or would I be applying for someone else that’s my dependent?” **-P11**
* Had no issues with relationship to SM/Veteran Q: “Now this makes it more clear. I picked the right button. I’m looking for unmarried adult child. That’s the applicant’s relationship. Ok.” **-P11**
* Wondered if it was possible to use different formats for entering SSN into field, such as using dashes. **-P11**
* Would not feel the need to fill out optional fields. **-P11**
* Had no problems with “Are you the sponsor?” Q. “[…] It’s good you have an explanation [additional info component]”. **-P11**
* Had no confusion between applicant and sponsor terminology. “On the previous [page] it told me what a sponsor was. Once I clicked into that, I knew what a sponsor was.” **-P11**
* Thought the sponsor demographics messaging and questions were pretty standard for government forms. “You see that in just about every form you fill out or something similar.” **-P11**
* Didn’t know what a VA claim number is. “I don’t know what that means as it relates to burial. I would know a claim number if I’m putting in a benefits claim to the VA for compensation or something else… They assign a claim number, but I don’t know how it applies to this.” **-P11**
* Thought an explanation of VA claim number would help [like the sponsor page additional info component]. **-P11**
* Would be prepared to answer sponsor’s service periods questions as it comes off the DD214. **-P11**
* If they had to go get additional information, they would click on “Finish this application later” link and come back. **-P11**
* Thought maybe an explanation was needed on why a previous name is needed if it applies. “I can see that if somebody married and changed their name after the service, they might have a different name than after they served… maybe a little explanation of what that means.” **-P11**
* Read through types of documents and mail or fax additional components on Supporting Documents page. “So those two are clear explanations. I work with a lot of older veterans and I can tell you that trying to have them figure out how to upload a document from their phone is almost impossible.” **-P11**
* Mentioned older Veterans prefer to mail stuff and would likely call somebody to help them do it. “Most of the guys that I work with are mid- to late-70s so technology is a little challenging for them. Once you tell them once or twice, they’ll figure it out. So there’s a good chance that they’ve done this.” **-P11**
* “I don’t have much experience with the National Cemetery Scheduling Office, but I know they [older Veterans] call the VA a lot.” **-P11**
* Assumed clicking the upload document button would allow them to take pictures of the document and attach it for upload. **-P11**
* Thought if they’re uploading multiple files, it might be easier on a desktop. **-P11**
* He would be able to upload a PDF from his phone. “Most Vets probably don’t have document scanners for desktop so it might be harder for them to come up with PDFs of their documents. If they could take a picture and just upload it… Otherwise trying to have them figure out how to convert a picture into a PDF might be challenging.” **-P11**
* Would appreciate a checkbox on Sponsor address page to indicate address is the same as Applicant’s. “If I’m doing this for a disabled child, I’m assuming that disabled child would be living with me […] If the applicant and the sponsor lived in the same home, that would save time in putting in all this address stuff.” **-P11**
* Understood the roles in the form ranging from applicant to sponsor to preparer. “Just as long as those roles are clear in the beginning, that’s fine.” **-P11**
* Understood why the sponsor details prefilled on preparer details page. **-P11**
* Took the time on Review page to look through accordions before submitting form, and would check for accuracy. **-P11**
* Thought the review application page could use additional instructions on how to click through the accordions. “For me it’s obvious clicking on the plus [icons] but for older people, it might not be so obvious.” **-P11**
* Thought getting a decision could take up to a year since it’s VA. **-P11**
* Thoughts on application process: “It was fine. It’s a standard VA form. They’re getting better."
* Thoughts on mobile-friendliness: “I think it works great on mobile. Let’s just say there was a couple things that didn’t work on this demo.”
* On what they would do differently: “I might make it a little bit more like an interview thing. Like asking ‘Who are you filling this out for?’ It was there, but part of the confusion at first was trying to decide, if I’m the veteran, who am I applying for, like am I the applicant. Like if someone was sitting across the desk from me and they were asking me questions, I know with working with older Veterans, a lot of times they need to be walked through.”