Hi, We are wondering if you can you spare 10 minutes to help us evaluate a small portion of a website we are creating for the Veterans Administration?

Great!

One of the benefits the VA offers is compensation for Veterans who are unable to work due to injuries that occurred during their time in the military.

To apply for the benefit, Veterans are asked to provide 2 forms that explain how their disability prevents them from working. The first form is filled out by the Veteran. The second form is primarily filled out by their previous employers. The 2nd form gives employers the chance to explain why the Veterans is no longer capable of performing the responsibilities of the job. It’s the instructions for the 2nd form that we are testing today.

Our goals is to give Veterans all the information they need to ensure that the form is filled out properly and returned to the VA.

We’d appreciate it if you could take a look at the instructions on this iPhone and let us know what, if any, questions you would have. As you look at the information please say what you are thinking aloud. For instance, if you wonder what something means, say “I wonder what XYZ means.” If you have a question about something, it’s likely that other people will have the same question. This helps us know what changes we may need to make.

May we share your comments with our team? 🡨 Do we need to ask for the release only if we are recording?

**Scenario**

Assume you are a Veteran who needs to understand how to fill out the 2nd form.

**Questions**

1. Review the instructions on this iPhone and let us know what your next steps would be.
2. What portion would the employer complete?
3. What would you do differently if you were in the National Guard (or not in if they assumed they were in)?
4. What questions did you have as you reviewed the instructions?
5. What questions did you have as you reviewed the paper form?

Here is the paper form the instructions will be describing and here is the new mobile application