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| 8940 Usability Testing  10/2018 | Participant1, Gary |
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| ***Questions before Testing*** |  |
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| ·       Approximately how long ago did you file your IU claim? | 3 years |
| ·       What do you remember about the process of filing for IU? | Took 6 months to gather "what I thought was all the information" and then another 3 months to get the rest. Took awhile for former employers to apply. |
| ·       About how long did it take you to prepare and submit your claim? (hours, days, months, years?) |  |
| ·       Did you get help with your claim? | Did it on my own. |
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| How comfortable are you with technology and using websites? | Sure. |
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| Have you ever used Vets.gov before? | Yes. |
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| ***Questions about testing*** |  |
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| Scenario 1: how would you use vets.gov to apply for IU benefits? | Would start with the form. Give them copies of the medical records. Found out that I'd have to go back to the last employers. |
|  | You make one mistake filling out on paper, you have to start all over with a new form. Even a misspelling |
|  | The part that's the hardest is convincing your ex-employers to help you out. |
|  | Two of them [ex-employers] were Italian. That was a problem filling it out. … You just have to keep calling them. If [employer] could have accessed it online, it would be so much easier. |
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|  | Like that the U.S. pops up first in the address pattern - really helpful. |
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|  | What I like about this so far, there doesn't seem to be limits on … what you can write. Depending on the size of your handwriting - you don't run out of space. |
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|  | I don't recall that the VA would get the info directly. I had to get the records myself. |
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|  | In the U.S. it's easy to get the Dr. info. If you've been overseas, you may have no idea what the Dr's name is.  May be helpful to have the position of the Dr (Chief of Surgery). |
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|  | A lot of veterans don't file right away - until things start getting really bad. |
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|  | I'd have trouble even telling you what the name of the hospital in Stuttgart was. |
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|  | There has to be - some verification that the VA will get the information. When I filled mine out 3 years ago, I had to find it. |
|  | If you need another form, it doesn't say it [explicitly]. You can never assume that the VA is going to do that. It's unclear to me. |
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|  | Is the exact day required? Month and year seem like they should be enough. |
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|  | This is good. I like this. I worked for 4 years with the pain. |
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|  | That's good. |
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|  | I don't have their address (of a past employer). I have no idea. I could look it up but a lot of Vets would say "I'm not looking it up." I hope that it would still go through. |
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|  | On the date, if there was a"0" so I could just have January. So if I don't need a date, I don't have to add it. |
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|  | Hope there's more space for Veterans to add all they need to - there's a lot to say (paraphrased) |
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|  | Now this is different: (questions about the prototype selections) |
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|  | Like the Steady Job explanation |
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|  | I like this. When I first went into the Army, I had kids , not kids, in my basic training that only went through the 6th grade. |
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|  | Social Security Rating - You can never rely on this, I'll tell you that. |
|  | Most employers don't give you a letter of termination. |
|  | Statements & Absentee Reports |
|  | Medical Records are really the only thing you can rely on |
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|  | Thanks for doing this. I wish this would have been around when I did this. |
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|  | The End. |