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| Usability Testing – Veteran Representative  10/2018 | Participant3, Bernadette |
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| ***Questions before Testing*** |  |
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| ·       Approximately how long ago did you file your IU claim? |  |
| ·       What do you remember about the process of filing for IU? |  |
| ·       About how long did it take you to prepare and submit your claim? (hours, days, months, years?) |  |
| ·       Did you get help with your claim? |  |
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| How comfortable are you with technology and using websites? |  |
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| Have you ever used Vets.gov before? |  |
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| ***Questions about testing*** |  |
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| Scenario 1: how would you use vets.gov to apply for IU benefits? |  |
|  | Not obvious that you don't have to repeat Dr if they were a dr at a hospital. Veterans often use an overabundance of caution. |
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|  | "Agh. Gross income, now this freaks me out. I think of my taxes." |
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|  | What do I do if I wasn't employed in the last 5 years? |
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|  | Are you employed now? Seems like some of the first stuff to be going over. |
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|  | Supplemental benefits helper text: This is really, really good and really helpful. This one may be important enough to put on the page. |
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|  | Have you tried to find a steady job. What if I didn't get hired? They're not my employer. |
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|  | Form feels out of order - you asked me about "before" the disability and after the disability and now "before" again. |
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|  | Supporting Documents: Several ideas about other supporting documents. Statement from spouse, delinquent bills, etc. |
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|  | 4192 |
|  | Upload them here (say "upload them on the next screen" otherwise I'd think I'd missed something) |
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