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| 8940 Usability Testing  10/2018 | Participant2, Roni |
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|  |  |
| ***Questions before Testing*** | This form wasn't online before, right, it was just the paper version? |
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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? |  |
|  |  |
| How comfortable are you with technology and using websites? |  |
|  |  |
| Have you ever used Vets.gov before? |  |
|  |  |
| ***Questions about testing*** | Prior to getting to this page, have they filled out the name and social? |
|  |  |
| Scenario 1: how would you use vets.gov to apply for IU benefits? | Nice & simple. Easy to understand. |
|  | 2 part process is the employer and your information? |
|  | What the heck is "tinnitus"?? |
|  | If they're attempting to be rated for something else (that they're not already rated for), are they allowed to add stuff in? |
|  |  |
|  | Here's a question… It says to call the education call center - will they actually know how to help? That happened to me. Will they be up to date on the information. |
|  |  |
|  | Is there a limit to how many providers / hospitals you can add. |
|  |  |
|  | At the beginning, if they're already at 100% disability, filling out this form will actually hinder them. They will not be able to work. And they can't go over 100%. Now, that information is no where out there.   The only way you find this out is if someone is nice enough to let you know OR they actually know this info. |
|  |  |
|  | The presentation of the dates is much better than on the form. The form makes them so confusing. |
|  |  |
|  | Past employers / Card layout: Definitely like how you're showing the past ones. You don't have to go back and [remember what you already did]. |
|  |  |
|  | Like that it allows for you to enter multiple jobs and keep track of the timeline. |
|  |  |
|  | This is so much easier to do than just a simple paper one. The paper one looked simple because it was just a single sheet but it was one of the worst ones to fill out. None of it had explanations: Steady Work, [date descriptions]. |
|  | How do I answer these questions? They gave 2 lines for hospitalization, 2 lines for doctors - I had 5 doctors. What counts as a steady job for the military? |
|  | This is definitely a lot easier. It's a lot more dumbed down. When you're speaking to the wide range of veterans, that's where you need to go. Most veterans are used to working at a 9th grade level. When they get stuff like that form was… |
|  | This is definitely a hell of a lot better than the paper form. |
|  |  |
|  | Describing the sc-disability: Is there a word limit? |
|  |  |
|  | Upload supporting document |
|  |  |
|  | 4192: My boss was very "yeah, yeah, yeah, just write it in and I'll sign it." |
|  |  |
|  | Thank you page. |
|  |  |
|  | The End. |
|  |  |
|  | It's very well put together. It flows. It's user friendly and better than the original. |
|  | The form gave me nightmares. |
|  |  |
|  | It doesn't feel jagged or choppy. |
|  |  |
|  | You're at 100% already and you can't increase the percentage. "If you do process [the IU claim] and you work even one day, you risk losing your VA money." |