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| 8940 Usability Testing, VSOs | *VFW - Chris, Brad, Dawn, James. (Dawn = Air Force)* |
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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? |  |
|  |  |
| How comfortable are you with technology and using websites? |  |
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| Have you ever used Vets.gov before? |  |
|  |  |
| ***Questions about testing*** |  |
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| Scenario 1: how would you use vets.gov to apply for IU benefits? | Steady Job - VA rules are very strict. Substantially gainful employment is any employment where you make above the poverty line. |
|  | Not rated contentions: PENDING DECISION |
|  | Consider the term "If known" for dates that are not required. |
|  | Date you became too disabled is confusing. This is perfect. "Awesome! Good to go!" |
|  | Income Details - why do they ask this, makes no sense. |
|  | Employment - what happens if you haven't worked for the last 5 years? What if you add a checkbox that says "I haven't worked in the last 5 years."? |
|  | Type of work… Might want to have examples or a pull down. (Management, Clerical, Restaurant) |
|  | Gross income (helper text) is awesome. |
|  | Impact on Military Duty: |
|  | Have you tried to find a steady job. Use helper text and the term "gainful employment" |
|  | Address "non-family owned business" If you were hired because as a favor (or something like that). |
|  | Add "Some college" |
|  | Dates of training before becoming too disabled - is the "Date" heading supposed to be bold? |
|  | Additional Information - is there an option to upload files later? May try to copy & paste doctor's note. |
|  | Supporting documents - change content. |
|  | Supporting documents - Can you label it IU documentation? |
|  | Certification: change Steady Job language. |
|  | Certification: Typo. |
|  | Footer - who is supposed to handle this form. |
|  | 4192 |
|  | Need to update the form # in the header. |
|  | TAX RETURNS |
|  | I want VA to request this information. If they left under bad circumstances, they'd be reluctant to reach out to the past employers, helpful to let them know VA will get it. |
|  | Why can't they add the Janesville address onto the form? |
|  | DELETE FILE: Need confirmation "Do you want to delete" |