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| 8940 Usability Testing  VSO Group 2 | VVA, Joe |
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| ***Questions before Testing*** | Like the "steady job" / plain language. |
|  | Like that the it says that the VA doing the 4192 will slow the process down. |
| ·       Approximately how long ago did you file your IU claim? |  |
| ·       What do you remember about the process of filing for IU? | VA medical records are somewhere else - apparently not clear that the Hospital / Doctor is for PRIVATE records. |
| ·       About how long did it take you to prepare and submit your claim? (hours, days, months, years?) | Date when you were too disabled - based on your understanding; not requiring a physician. |
| ·       Did you get help with your claim? |  |
|  | Nice that it includes what you don't have to include |
| How comfortable are you with technology and using websites? | Nice to see what to do if an employer is no longer in business |
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| Have you ever used Vets.gov before? | If yo'ure employed for a family business has something different. (screen ahead of Supplemental benefits) |
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| ***Questions about testing*** | Nice that it says if it will impact the claim. |
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| Scenario 1: how would you use vets.gov to apply for IU benefits? | Steady job helper text answers what I was asking before - should be earlier. |
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|  | Letter in support from employer (on "additional information") |
|  | Supporting Documents - nice that it shows the gamut from objective documents all the way through to subjective statements from coworkers. |
|  | Suggests having the definition of "substantially gainful employment" - if you want to know more about the regulation. Maybe at the end (gives what the VA wants to see). |
|  | 4192 |
|  | Good that it says you don't have to do out of business firms or self-employed. |
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