**VET TEC Usability Testing Round 2**

**Participant 4,** March 1, 2019

**VA.gov VET TEC Overview Content**

**Form 22-0994 Intro Content**

**FORM Observations**

BANK ACCOUNT

Form doesn’t talk about security of the bank account. Should be a disclaimer… “information for deposit only”

Should include information on “what do we do with your bank information” like “What if I get overpaid, will the money be taken out without my notification”

Wonders “Are there other options besides direct deposit [for receiving funds]” or “What if I don’t want to share my account information?”

Does the bank account info need to be done before the application goes through?

Completing the 22-1990

You should include a note that you won’t get any money until you complete the 1990.

I’m not sure people will remember that they need to do that additional form.

**POST TEST COMMENTS**

It was very easy. I appreciate that the VA site is getting easier and easier.

It’s very clear where you’re supposed to click and what’s supposed to be done.

Lots of links of who to call and get the help you need.

Would any health programs be eligible? I’m in healthcare and I wonder if health records are part of this. Categories or examples of programs would be helpful.