# Notetaking Doc: Find a Form PDF Downloading Research

## **Warm-up Questions - 5 minutes**

Let’s start with a few questions...

### **If using a screen reader**

* What assistive technology are you using today?

I used JAWS years ago, but that was in the 90’s and now I just use the Apple screen reader (located in accessibility settings).

* How would you rate your level of experience with using a screen reader--beginner, intermediate, advanced, or expert?

I’m at least a beginner – I use it all the time, but I don’t use the hot keys.

* How long have you been using a screen reader?

Since 1995 when I learned I had a learning disability due to a closed-head injury.

* Are you wearing headphones today?
  + *(if on desktop)* Could you please share your audio with me on Zoom?
  + *(if on mobile)* Would it be possible for you to take them off and use your computer or mobile audio?
  + I'm asking so I will be able to hear your screen reader during the session.

### **For all participants**

* What device are you using today? *(Phone / Tablet / Computer)*

*iPad*

* What kind of a device is it? *(Windows / Mac / iPhone / Android)*
* Have you ever looked online for VA forms?

Absolutely

* + If yes, can you describe the last time you did that?

I had to do a burial request and I also looked for a form for dependent compensation in the event that I pass.

* + - what looking for?
    - where went?

VA.gov. I search and destroy until I find what I’m looking for.

* + - how recently?
    - on what device(s)--computer, tablet, or smartphone?

iPad

## 

## **Screen sharing**

I would like you to share your screen with me so I can watch you use a specific website. I'll need to see only a blank web browser window for now. *(refer to Screen sharing instructions above, if needed)*

* *NOTE how to share URL: dictate / Zoom chat / email / text*
* *NOTE design version: Instructions once at top / repeated for every form in blue box / repeated for every form in help text above download link*
* What web browser are you using?

*(Chrome / Edge / Internet Explorer / Firefox / Safari / \_\_\_\_\_\_\_\_\_\_\_)*

## **Veteran Tasks**

Imagine that you just learned that you can complete VA forms electronically. I’m going to give you some forms to find, and I’d like you to fill them out to submit to the VA. I'll have you start from a website that I'm going to *(spell/put into the Zoom chat/email/text)* for you to click on (<https://staging.va.gov/find-forms/>).

I would like you to **talk aloud** as much as possible so that you share what you're thinking, what you're doing, what you like, what you dislike, and what you're unsure about.

### 

### **Task 1: [Form 10-2850c--most downloaded, has digital signature] - 5 minutes**

Imagine that you are a healthcare worker applying for a job with the VA. You want to find the form that you can use to apply for a health job. How would you do this?

I would click on “apply for health care benefits.” \*Directed back to main page\* I’ll try the search bar because I don’t see it in this list. Normally, if my mic worked, I would just say it rather than typing. I would search for Apply for VA health care job. I’ll click on the first link \*form 10-2850C\* and then click download. Is this form supposed to be fillable? I am trying to tap, but it isn’t working. I see that it says to use the TAB key or mouse to move between data fields, but it isn’t working for me.

I re-typed “health job” to get back to the form and the iPad read out “health job” to me, that is how I knew that I spelled health incorrectly at first. \*re-opened the form\* It is still not letting me fill this in. I thought it would be very cool to have fillable PDF forms for the VA, but now I would print it off, fill it out, and then mail it.

I see that it has instructions for downloading the form. My understanding is that this wants me to open adobe reader so that I can open the fillable form – but I never saw anything that said “Open.” If Adobe is working correctly then it should just automatically open the form when I open the downloaded file.

\*Double tapping only zoomed-in on the form\*

There is a down-arrow next to the file that I clicked on which gave me some options. When I clicked “download” in that menu the form flew off to the side of my screen and disappeared.

Normally, I just click download and the file opens on its own and then I start typing.

I see a download icon in my top right, and I see the form there. Now that I’ve opened it I see an option for “open in natural read.” When I clicked that, I see an option for the same form but with “fill” at the end – but I ran into an error, “not text detected.”

\*Tried searching the entire iPad and found the form in “files” – did not open in Adobe\*

\*Was able to leave a check mark on field boxes, but not type\*

* Please talk me through what you're doing.
  + *(Search for "health jobs" > Click on "Application for Associated Health Occupations"--form 10-2850c)*
* *(If they need prompting...After they open the form:)* What do you see here?
* I'd like you to start filling out this form.
  + *(after they've typed something into one or two of the fields)* You don't have to fill out the whole form; let's stop there.
* Clicked on "Get instructions" link?
* Navigated back to Find a Form page?
* Downloaded form?
* Noticed that file downloaded?
* Found the downloaded form?
* Opened form in Acrobat? (SUCCESS)
* Filled out form?
* What would you do if you wanted to continue filling out this form later? *Saved form?*
* Now assume that the form is completely filled out. How would you sign it? *Digitally signed form?*

What are your thoughts about the process of filling out this form?