# 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?

JAWS 2021

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

Between intermediate and advanced

* How long have you been using a screen reader?

10 years or so

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

No – I can’t remember off the top of my head. If I need something like that, I have him get it for me. He can see and is also a Veteran.

* + If yes, can you describe the last time you did that?
    - what looking for?
    - where went?
    - how recently?
    - on what device(s)--computer, tablet, or smartphone?

## 

## **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 arrow down the screen. \*Tabbed one by one through text and options. Went passed the search field and went further down page. Tabbed to bottom of the page before Cindy directed back to search field\*

I thought I was looking for a link that would take me to apply for a job – I didn’t know I wanted to find a form.

\*Searched, “health jobs”\*

It would be nice if the names of the forms were headers so that you could tab through the names instead of the description for each too. I would click the download link here in the search results \*opened in browser\*

\*I closed the browser because they hit F1. I assume because they meant to close just the PDF form\*

\*PDF opened in browser #2. Tabbed through pages and toolbar at top before getting to the form\*

Oh this must be a PDF \*once on zoom level option\*

I can hear the different options for each of the boxes in the form, but I don’t know how to enter anything. They are not linked to anything and aren’t radio buttons. \*The visual display of the screen did not match where JAWS was reading. The red box that followed the Ps tabbing did not align with the form\*

Normally I can press enter to be able to type in my name. I can’t tell if there is anything there because it just goes straight to the next field.

\*Angela walked the P through how to download the PDF in browser to computer\*

Is this how you do that with a PDF, I’ve never done this. \*Opened the PDF in Adobe\*

I have filled out forms before, but never a PDF. I know that you press F4 and B to get through the fields, but JAWS says, “there are no forms fields on this page.”

\*Unable to check boxes. Experiencing a series of issues – unable to complete anything on form\*

\*Closed form and re-opened. Able to check boxes and enter text\*

* 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?*

I would look around for a save but I know some forms don’t have that option. I’ve never saved a form in Adobe before.

* Now assume that the form is completely filled out. How would you sign it? *Digitally signed form?*

\*Able to digitally sign\*

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

### 

### **Task 2: [Form 10-0003k--has digital signature] - 5 minutes**

I'd like you to again open the web page you started on. Now assume that you got the healthcare job with the VA. Suppose you've started working and want to look into what scholarships you could apply for. How would you find the application form for employee scholarships?

Now that I know how to get to forms, I would search, “employee scholarships.”

\*Downloaded from search results and it automatically opened in browser\*

\*Usual error message displayed, but did not prompt JAWS to read anything. The P was unsure if the PDF had downloaded\*

I am not sure what to do, should I download it? \*Downloaded, opened in Adobe\*

\*Able to enter text\*

* Please talk me through what you're doing.
  + *(Search for "application form scholarships" or "employee scholarships"*
  + *> Click on "Employee Incentive Scholarship Program (ESPI) Application" Health Occupations"--form 10-0003k)*
* *(If they need prompting...After they open the form:)* What do you see here?
* *(skip if successful previously)* I'd like you to start filling it out.
  + *(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)
* *(skip if successful previously)* Filled out form?
* *(skip if successful previously)* What would you do if you wanted to continue filling out this form later? *Saved form?*
* *(skip if successful previously)* 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?

## 

## **(if time) Post-Task Interview - 5 minutes**

*Type into #feedback-backchannel: "Any questions you want me to ask?"*

* What did you *like* about what you've seen today?
* What did you *dislike* about what you've seen today?
* What would you like to *change* about what you've seen today?
* Is there anything else that we haven't talked about that you think I should know?

This process seemed okay. It was okay. It’s okay. The radio buttons weren’t working too well. The first field where I entered my name was confusing, too. The first option should have just read “last name.” Other than that it seemed okay. It was kinda hard getting to it and using it – I don’t use Adobe, but I do fill out a lot of other types of phones.

Normally you can submit the form with a button or link – but this form did not have that, so I would not know how to submit it. I don’t think I have ever uploaded a PDF before – I do have to do that for a form coming up. How would you save the form?

* *RECORD assessment of technical expertise: expert / in between / not expert*

## **Thank You and Closing - 1 minute**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on improving the VA website.

Thank you so much again, and enjoy the rest of your day!