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

*iPhone*

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

Yes

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

It was when I was applying to the VA for a job – you have to submit certain forms with your application. This was 2.5 years ago. I Googled the name of the form to find them and then just scrolled until I found a link that looked like it went to something official/government. I used a laptop to find those.

* + - 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 am a healthcare worker so I already know the answer – I would go to USAJobs.com. From here I would search for “application.” \*Found form, opened PDF\* It won’t let me click/check the boxes. \*Scrolled through entire form\* I was looking for anything that told me how to fill in these boxes – I see that it says I can tab through them, but that doesn’t work. I’ll try to re-download-open the form and see if it works the second time – but it still isn’t letting me. So, I’ll look for another form to use, but the rest of these are for other things. Oh, I see that it says, “get instructions for opening an acrobat reader.” I guess I have to have Acrobat to do it so I would have to download acrobat – I’ll have to get the app. \*Downloaded app\* It is asking me to sign in using Google or Facebook \*signed in\*. \*Opened the form again, but still in a web browser\* I have a share button \*square with arrow coming out\* and Adobe was one of the choices. Tapping that opened the form in Adobe. I tried to click the blue pencil option \*bottom right of screen\* to edit, and the tapped fill and sign, but it says that the form is password protected. I’ll also try other options \*all led to the form saying that it is password protected\* To be perfectly honest, at this point I think I would quit. I would assume that it just doesn’t work, and I’d give up. I’d probably try to do it on a laptop to see if it is easier.

\*Tried in Google Chrome from a windows computer – success\*

* 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 click the down arrow with a line under it – I’m not sure if that is to save it. Usually there is a little disk. I guess I would click the download button and choose, “with you changes.”

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

I’ll go down to the bottom and click the signature box – nothing happened. You can draw, so I’ll use that to write my name. It doesn’t look like my signature, so maybe draw with touch would be easier.

I would click the disk in the top right to save the form.

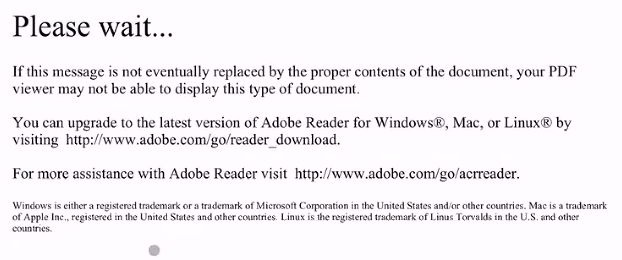
What are your thoughts about the process of filling out this form?

### 

### **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?

I actually just did this not that long ago – I am a dietitian at the VA. I would search for, “employee scholarships” and open form 10-0003k. Got the message below…

It is telling me to get the latest version of Adobe, which I thought I just did – so I would be annoyed at this point, and I’d go get my laptop. I have such a harder time doing things like this on my phone.

\*Opened the same form on a windows computer (Edge) and received the same message\* At this point, I don’t know what I would do – I can’t even print the form. \*Tried to download form, but it only displays the message above, not the form\*

\*Tried again in Chrome – same result\*

\*downloaded Adobe, opened form through Adobe, was able to enter information on the form\*

* 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?