# 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?

Voice-over with Mac

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

Intermediate

* How long have you been using a screen reader?

Since 2015

* 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)*

*Desktop computer*

* 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?

I looked for the VA form to get a copy of my medical records. I Googled searched it and it sent me it. It wasn’t accessible online, so I printed it out and then sent it in.

* + - 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 probably go to the VA.gov website to see if there is a career tab on the homepage which would probably have a dropdown menu for this type of application.

\*Tabbed through page with screen reader, but stopped before getting to the page content because of the volume of content in the banner/at top of page. Got to the bottom of the page and was going to click the “Careers at VA” link\*

\*Searched for, “healthcare.” No joy. Searched for, “health job” after being prompted to by Cindy. Unsure which form they should open\*

\*Downloaded form\* This looks like one of those forms that isn’t accessible, but maybe you made it accessible for this study. My voiceover didn’t describe what the form was, so it isn’t accessible. Sometimes computer are a little quirky and so you have to interact with the form before it will screen read. \*Tried to interact with form and then the screen reader began reading\* \*able to check a box and able to type into text fields\* the voiceover usually tells me that I am in an edit field so that I know I can type – once I started typing, it read my letters back to me, so I was confident that it was working.

* 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?*

\*Able to save form using the save option at top of screen\* To get the saved version I could go to my documents, or maybe it went to downloads. \*Able to open the saved version from documents but UNable to make new edits\*

\*Based on the acrobat reader page\* It sounds like to get the best result I will have to download Adobe and use that. I’ve never come across a document that is highly recommended to use acrobat reader for, it makes it seem like I HAVE to download it and use that. I used to use it when I was sighted, but I’ve never used it when visually impaired. At this point I would need to do some research on how to download the latest version of acrobat. I would want to know how easy the interface will be as a new platform. It shouldn’t be an issue, but would this be the procedure to fill a form? Would you need to have acrobat? As long as I could fill it out right here and send it in then I would not have a problem with that. I think most Veterans would like that because they could do it themselves from the page. I would feel comfortable doing it right now – the instructions didn’t make it seem like a whole lot.

* 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?