# 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’m using a Windows 10 PC and JAWS 2021.

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

Expert probably

* How long have you been using a screen reader?

Since the early 90’s

* 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)*

*Windows PC*

* 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 probably about 1-1.5 years ago. I think one of my VA counselors told me where to go – they gave me the rough page to go to. I was doing that on a computer. I downloaded it and filled it out – it wasn’t something to be submitted online, it is something that I bring with me to appointments.

* + - 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 start reading down the page until I get to a list of forms. The first thing I always try is to search for what I’m looking for because the screen reader will read everything from top to bottom and I usually don’t want to hear all of that.

\*Searched for, employment.” Found form after Cindy prompted with new search criteria\*

I’ve downloaded the form in a PDF format, and it is now in my downloads. \*Opened form from downloads\*

\*Able to check boxes and able to type into text fields\*

So far this form is reading okay – up until now I haven’t been able to complete forms online like this.

\*The screen reader is not reading the entire bit of text that was entered in the field\* The text may be too faint for the screen reader to pick it up. That is a screen reader issue – this is not uncommon for PDF forms – it isn’t surprising. I don’t have any trouble filling out webpage forms or forms in Excel/word. I don’t know if it is Adobe’s problem or if it is not tagged for accessibility with a screen reader. Sometimes I have to try doing things like this on my phone or on my Mac – most people won’t do that, but I will. I do it for 2 reasons: 1) to fill out the form, and 2) to figure out how it can work with my technology. I’m used to running Mac and Linux based systems, too. About 9 out of 10 times the problem persists on the other devices.

An issue that I run into is that the fields I am supposed to enter information into are not labeled correctly so I do not know what to enter.

* 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 usually just close it and it would ask me if I wanted to save my work. I’d press Alt + F4, which closes it. If I had entered a lot of information on here and wanted to be sure that is saves then I would go to the file menu and save it that way.

I went back to my documents where I knew it was saved and then opened it from there.

\*Able to edit the form after saving and re-opening\*

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

I’m assuming that it wants me to enter the date next to the signature. I do not see a place to sign it yet \*went over the signature box a few times, but didn’t realize that it was the signature box\*

I’m assuming the signature line is the edit field. \*Signature box may not be an editable field\* I’ll go to the bottom of the form and start reading back up the form until I find the edit field for a signature. I am on the date field now and I haven’t found the signature box yet. I pressed the E button, which will take me to the next edit field, but it doesn’t take me to the right spot.

The screen reader did not identify that the signature field had a special action for me to enter my signature. It was very difficult to find. If it were labeled as a signature field it would’ve been easier- there was nothing that indicated it was a signature field. It only says signature, not anything else – it doesn’t indicate that I can do anything to the field. This is the type of thing that irritates me because I just have to experiment until I figure out what to do.

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 would search for, health scholarships.” \*Searched again for “employee scholarships” and found the form\*

\*Looking for signature field\* I would press E to get me to the next editable field from the bottom and it seems that this field is editable \*signature field\*. I expected it to bring up a text box for me to enter my signature.

\*Able to sign the form, but JAWS did not indicate that the next field (to the right) needed to also be completed\* It is a little bit of a challenge to sign this form because the digital signature box is not being displayed as such. I would guess that it is expecting me to enter something the first time I enter the field, and every time after that it is not working properly.

* 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 using a screen reader, switch version of page**

1. *SLACK ZACH*
2. *get confirmation from Zach that it's done*
3. Could you please refresh your browser window?
4. *NOTE any feedback on instructions positioning or frequency*

### **Task 3: [Form 20-0968--not hosted on VA.gov] - 5 minutes**

I'd like you to again open the web page you started on. You also want the form to get reimbursed for your travel to your last doctor's appointment.

I would search for, “travel reimbursement.” \*Found form\*

To download the file I press enter while on the link.

* Please talk me through what you're doing.
  + *(Search for "travel" > Click on "Claim for Reimbursement of Travel Expenses"--form 20-0968)*
* *(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?*

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

### 

### **Task 4: [Form 20-0995--most downloaded, can fill out in browser, hosted inside VA.gov)] - 5 minutes**

I'd like you to again open the web page you started on. And there's one last form for you to find: the one to request another review of your claim with supplemental evidence.

* Please talk me through what you're doing.
  + *(Search for "request review" or "request claim review" or "supplement claim" or "supplement evidence"*
  + *> Click on "Decision Review Request: Supplemental Claim" -- form 20-0995)*
* *(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?*

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?
* *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!