

JOHN

The Veteran

Frustrations

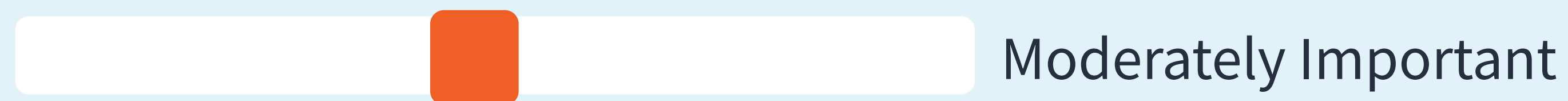
I expected to fill out my request completely online. Why do I have to print it and mail it? And why can't I get my record electronically?

Why does it take so long for me to receive my record? It seems like I have to pay a company if I need it faster.

It's hard for me to know the status of my request after I submit it

Desired Features

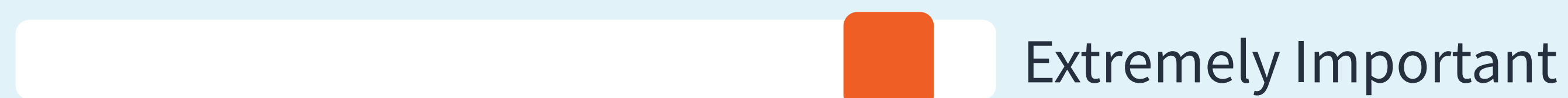
Mobile-Friendly



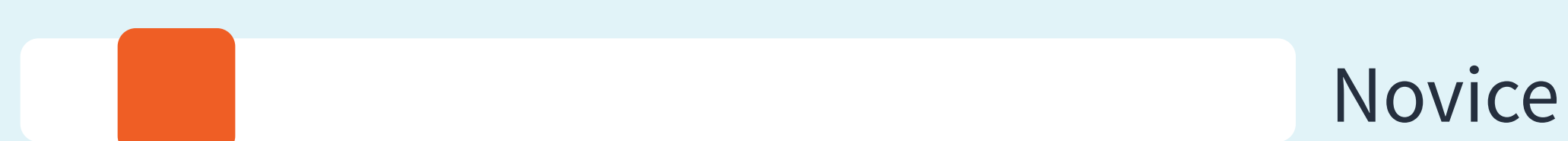
National Archives Catalog



Consistent Look and Feel



Technical Expertise



Devices Used



Mobile

Tablet

Desktop

Goal

I need to get a copy of my separation document (DD Form 214) so I can apply for benefits.

User Stories

I want an easy way to replace my lost DD214 as proof for my benefits. I am not good with computers.

I need to get a copy of my DD214 for a VA refinance and I didn't realize it would take this long.

I want to get a copy of my DD214 right off of the site and not wait for weeks to receive it. I want to easily submit a request so I can obtain a replacement medal.

I want to determine the status of my request so I know how long I will have to wait to receive my records.

"I want to get my DD214 right off of the site."



The U.S. National Archives and Records Administration
www.archives.gov/digitalstrategy/personas