**Final Conversation with Attorney Tara Gaston, 20 Dec 17 @ 1424-1436**

Available by email anytime at tngaston@tngastonlaw.com

Overall Impression of the Chatbot: very pleased; exceeded expectations in some areas

Specific Comments:

* More information included than expected, which is a good thing; great content
* Went through all decision paths
* Liked the ability to go back to previous sections
* When there was a lot of text, it was broken up into multiple bubbles that made it easier to read -- good
* Liked the contact info and references interspersed throughout
* “This will be very useful”
* Chatbot fulfills intended goal of helping to define and guide the user through the process of a medical discharge
  + Understanding what comes next is key, and this chatbot provides that
  + Probably most helpful for someone just entering or anticipating entering the Disability Evaluation System
  + This knowledge will provide a level of comfort to the user
* “I wish there were more tools like this”
* Ready to use in the real world

Areas for Improvement:

* During discussion of the Informal Physical Evaluation Board (IPEB), the Formal PEB is mentioned before it is defined
  + In all other places acronyms and entities appear to be defined well and at the appropriate time
* Attorney Gaston agreed with feedback from other users that links would be better opening in a new window, but this is not a big concern for her
  + Described as a minor usability improvement, as opposed to needing to update the actual content

Future Work:

* Jeff to make some usability tweaks based on total user feedback, but content needs no adjustment
* Attorney Gaston is going to forward chatbot link to other folks less familiar with the medical discharge process for their input
  + Will email any feedback to Jeff
  + Jeff to incorporate, even if it comes in after the class is over