**Chatbot User Feedback**

Overall impression: The MEB process is very complex, so there’s without a doubt a high demand for a tool that simplified it. The site is simple to navigate and contains a lot of good info. Some of the content/responses are a bit wordy, so would recommend using bullets and/or use of font manipulation (bolding/colors) to make it more readable.

List of bugs/issues identified:

* When you click the same option (ex. “Disagree w/the IFEB findings…”) multiple times, it repeats the response as many times as you click on that option. Recommend setting a “bookmark-like” feature so that if the response already exists on that page, it goes to that same area instead of creating an additional/duplicate response.
* When you click “I have completed IPEB and they have issued their findings” then choose “Appealing IPEB findings” then choose “Agree w/the IFEB findings and waive your right to a FPEB” it ends… You no longer have the option to go back/start over.
* When you click “I have completed MEB and they have issued their findings” then choose “In conjunction w/any of the other three options above, you can submit a letter…” it ends… You no longer have the option to go back/start over.
* When you click “I have not started the process but am currently or will soon seek treatment…” then choose “Use this handy guide to search for your individual condition…” it fails to provide user any additional info.

Other suggestions for improvement:

* Consider removing “I am not active duty” option on the home page and only having the “Let’s get started” button. Recommend then bolding the statement that it’s designed for Active Duty to call attention to it… ex. “**NOTE: This tool is designed for Active Duty Svc Mbrs. ANG/USAFR…”**
* Recommend providing static link to AFI36-3212 on home page
* Recommend “hover over” feature that displays the responses when you mouse over the question

How many test cases did you try: 8

General comments: -

Would this be helpful if you were going through the Disability Evaluation System? Would you use it or recommend it to fellow service members? Yes, Yes