# BEFORE Prototype Demo

Ask participants:

* If given the option, how many individuals would choose to apply for their section 14(c) certificate online?
* What benefits do you think an online application process would provide?
* What problems would you anticipate with an online application process?
* Are there any specific functions you would expect from an online application?

# AFTER Prototype Demo

At the conclusion of the demo, ask participants to share their first impressions of the prototype.

Possible follow-up questions:

* After seeing the prototype, are there any individuals who have changed their mind about using, or not using, an online application?
* Are there aspects of the prototype that you liked or did not like?
* Are there functions that you liked? Or any that you did not see represented that you believe would be helpful to you as a user?

# Reactions to User Stories

Ask participants to react to the following statements:

* As an Applicant, I want to submit my application via a web form so that the submission process is quicker and I no longer have to mail my application.
* As an Applicant, I want conditional logic to ensure I only have to complete relevant sections so that the time it takes to complete the application is reduced.
* As an Applicant, I want current links to compliance assistance materials (resources, suggestions, worksheets, data, etc.), so that I can complete the application correctly.
* As an Applicant, I want the ability to log-in, so that the system knows who I am and my information is secure.
* As an Applicant, I want the ability to save and retrieve my application in progress so I can work on the form in more than one session.
* As an Applicant, I want certain form fields to be pre-populated with previously used information when I begin a renewal application so that it takes less time to complete the application.
* As an Applicant, I want to receive receipt confirmation and status updates via email notifications, so that I know where my application is in the process.
* As an Applicant I want to be able to upload required documents (time studies) so that I submit a complete application.
* As an Applicant, I want the system to provide the online calculators as an option, so that standard and accurate information is submitted.
* As a Non-WHD Interested Party, I want to be able to get descriptive data about the inventory of active and pending certificates so that I understand the current 14c universe.

What other statements would you make? Follow the structure:

As an Applicant, I want \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, so that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.