An initial set of tags to use so that we can have consistency and gather themes. If you come up with a need for a tag that's not included here, please feel free add it to Reframer. It's helpful to include a description for new tags (use the description field in Reframer) so that others know what they mean and can use them in the same way.

Research Project Goal Tags

1. Are users able to successfully self-select onto the correct path (claim for increase)? - **tag: selfselection**
   1. Is it useful for only claims for increase to be possible in vets.gov and to have to go to eBenefits for other types of disability applications? - **tag: scope**
2. Do users feel supported during the flow? - **tag: feelingofsupport**
3. Do users feel confused during the flow? - **tag: confusion**
   1. What would users do if they were moving to a new address in the future? (forwarding address) - **tag: forwardingaddress**
4. Are users able to get to the end of the flow and "submit" without feeling cheated by VA? - **tag: cheatedbyVA**
5. Do users easily understand whether to upload supplemental docs / what types of docs to upload? - **tag: supportingdocuments**
   1. How important it is to veterans to upload additional documents? - **tags: "supportingdocuments" and "usefulness"**
6. What should we expect about how often a user would leave and come back in the process before submitting? - **tags: "saving" and "usefulness"**
   1. Do they know their progress is saved if they leave and come back? - **tag: saving**
7. Expectations / reactions about length of form - **tag: length**

"Painpoint", "neutral", "success"

1. Use these tags to indicate whether an observation indicates a problem or a successful outcome. It's possible to combine them with each other, and we should combine them with other tags when possible to indicate the topic covered. For example, if a user had a problem with supporting documents, use both the tags "painpoint" and "supportingdocuments".
2. It is also possible for a single observation to be both a painpoint and success if it is successful in some way but also a painpoint in another sense. In that case, use both the "painpoint" and "success" tags

Other Tags

1. **usefulness** - a finding indicating whether some functionality is useful to the user, as opposed to whether it is usable

2. **background** - a noteworthy finding about a participant's background (don't need to list every participant's background here - that's what verbatim notes are for)

3. **initialapplication** - a noteworthy finding about the participant's inital or prior disability claim experience

4. **login** - finding about the login process / choices

   1. Combine with individual login method tags. I.e. if there is an observation about using id.me to login, use both the "login" and "idme" tags

      1. **idme**
      2. **myhealthevet**
      3. **dslogon**

5. **overall** - finding about the process as a whole

6. **quote** - Doesn't mean anything to us. Reframer will automatically add this any time you put in an observation with quotation marks. Don't worry about deleting each instance of this tag - we can easily bulk-delete them at the project level at the end.

7. **researchprocess** - a meta-tag. Ways we can improve our research process for next time

8. **shareout** - a finding worth sharing outside of this research project - something that impacts other projects or the roadmap