Participant: *Aiku*

Date: 00/00/2021 @ 09:00 am **Conversation Guide for GIBCT Profile Page Testing**

**Moderator logistics**

*Use*[*#feedback-backchannel*](https://dsva.slack.com/messages/C40B45NJK/details/)*in Slack for real-time feedback from observers.*

*Mute your Slack notifications*

*Before the session, send out the*[*observer instructions*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/during-research/howto-observer-instructions.md)*to your observers (Slackbot will do this for you if you type "observer instructions" into*[*#feedback-backchannel*](https://dsva.slack.com/channels/feedback-backchannel)*).*

*In the Attendees section, make sure everyone except the participant is on mute.*

*In the Audio section, click the drop-down arrow and make sure "Play Entry/Exit Chimes" is unchecked*

*Check your [screensharing setup] and share permissions for participants.*

*When the participant is ready, begin the session with the following intro*

**Intro - 5 minutes**

Thanks for joining us today! My name is Jen and I also have some colleagues on the line observing and taking notes. Today we're going to talk about discovering information about schools on the GI Bill Comparison Tool.

Before we start, a few things I want to mention:

* **This entire session should take about 45 minutes.** I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* **In this session, we want to hear your honest opinions.** We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
* **If for any reason and at any time you want to stop the session, please let me know.**
* **Are you comfortable if I record my screen and audio as we talk today?** We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  + If yes: **Once I start recording, I am going to confirm that you are ok with me recording this session once more.**

*Start recording.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today?

**Warm-up Questions - 5 minutes**

Before we look at the website, let’s start with a few warm-up questions.

* What is your military status (e.g. Veteran, child, spouse)?
  + If Veteran, which branch of service?
* Are you currently using or have you ever used your education benefits?
  + If yes, which benefit are you using? When did you start school?  
    *Yes, MGIB Post 911 and right now im using VRE.. I started school august 2012 and I took a break during 2020 and I restarted with the VRE in June to study finance.*
  + If no, do you plan on using your benefits in the near future? - Which benefit? Where are you in the school selection process?
* Have you ever used the GI Bill Comparison Tool before?
  + If yes, what did you use it for?  
    *yes to compare the MGIB and VRE to decide which benefit would be better to use at the time I was looking*

**First Task: Notre Dame - 15 minutes**

You've been interested in going back to school to study **Statistics**. A friend of yours recommended **University of Notre Dame** in **Notre Dame, Indiana** to you. How would you use the Comparison Tool to determine if **University of Notre Dame** would be a good fit for you?  
*okay so first I would do search by name instead of search by location since I know the name so it would be easier to filter out so id type in ‘university of Notre Dame’ (*hovers over type ahead) *I’m confused why there are three but id select the top one and then hit search… huh looks like all three popped up, oh I see its in multiple states. Id selec this first one because its in Notre Dame Indiana. So for that im wondering, why did that one show up first? Is it the more popular one? Is it the size? \*how would you expect the campuses in the search result?  
  
Okay looking at these (hovering over the summary card on profile) this is all important to me. Accreditation is important when looking at transferring um and I realize I like these to be a little bigger (hovers over medium size) I like a lot more people. I find that knowing how many GI Bill students go there is a sign of how veteran friendly a school is. And then I would definitely go here (estimated benefits) to see which benefit would be the most helpful. I would assume its post 9-11 but id check the other ones to see which would be best* (clicks through the drop downs in your military details and updates benefits) *yup I think post 9-11 is the best option so far*. (Clicks the are you eligible for the post 9-11 Gi bill) *I think a learn more would be helpful here to know why this is relevant. It would be nice to have a link to know why this matters or how to find out our eligibility.   
  
Okay it has the yellow ribbon program… interesting… I do like that It has all this because I’ve always been curious about the tuition policy at the school because if you are out of state it may not be counted. And I haven’t encountered late payments but that would be cool to know…*(looking at the getting started with benefits section) *Okay yup this is really… I like this section because its all laid out you don’t have to go to another va.gov website to get all of this.*   
  
looking at school locations:  *is this the same school or a different school? Because the Chicago one has a different URL it makes me think it’s a different school for some reason.   
  
okay this is good as well the academics section… okay and the carerr scope this is great! From what I can remember there a quite a few new sections or maybe they are more detailed… I don’t remember the locations being listed like this, I don’t remember the accademics section… I found careerscope to be a great tool so I think this is great to have this link here to help you figure out which way you want to go. Veteran programs and support, even though for me this historical information, I really wouldn’t know what to do with it, I don’t know if I would really care about that too much. Contact information: yeah this is all great too, even though for the school certifying officials, I think maybe it would be cool to link the veterans website or maybe some of the emails for school certifying officials…. Of and this is cool too, the institution codes, I think that’s for fafsa, but im not sure…. Id have to learn more about these. It’s a lot of information but it doesn’t feel cluttered, it just feels like a streamlined experience. Okay so I guess for the school calendar you are determining the semesters or quarters but I think if someone is just trying to get more info they wouldn’t really know this right away.. I don’t know if that would matter.*

**Things to watch for:**

* What type(s) of search does the user conduct?
* Does the user notice the jumplinks?
* Does the user click the jumplinks?
* Does the user notice the Compare functionality?
* Does the user notice the religious affiliation in the heading?

**Upon task completion:**

* How do you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of finding more information about University of Notre Dame?  
  *i would say very easy because a lot of information is on this one page and it just flows. Because it is here it is easy. The more websites you have to click on you kind of get in a rabbit hole but with this I feel I am getting most if not all the information I need right way.*
* What types of information would be important to you in looking for a school?

**Second Task: Covering Expenses - 10 minutes**

You've noticed that the GI Bill won't fully cover the tuition at **University of Notre Dame**. You've heard that some schools offer the Yellow Ribbon program, which offers additional financial assistance to GI Bill beneficiaries. How would you use the Comparison Tool to see if **University of Notre Dame** offers the Yellow Ribbon program?  
  
*okay lets see so I would go back (clicks bread crumb) um… I would search by location instead (types in notre dame Indiana within 25 miles) hmm (no results) If I want it in that city in particular id selec the smaller range (updates to 5 miles) okay hit search, okay I see this first one says roman catholic… oh okay I see (scrolls to see the others) um…. So I see that… okay… so we do have the Chicago campus on here, and also this Washington campus? But it says .2 miles away so that’s a little confusing… is it using the one in Indiana as the one for all of these? But since those are different cities id just ignore those…. Its nice to see women only, that’s nice to see because if I don’t identify as a woman then I wouldn’t go there. Bethel university um… so I do see a religious affiliation um though im not srue what that means I think missionary means you would have to go out and spread the word… oh it says 2.6 miles here. So I guess I would scroll through this list, Id look at the top to see if it is affiliated with any religions and then I think my next step would be to select this compare box and compare them.*so lets say you want to see the differences between a few of these schools  
*okay lets do this one, … this one… okay lets start out with three, OH yeah it only lets you do 3 anyways (hovers over blue compare institution box) just do see what happens, I’m going to click another one… um nothing… okay maybe if a popup came up that let you know you can only choose three because I didn’t really even look down at the bottom here, im just clicking away. But tehn ill hit this up arrow and then .. okay maybe even if once you click a compare box this drawer pops up, even if it takes up some viewing sspace it just lets you know. … but then id hit compare  
  
on comparison page: oh I like this highlight differences button, so yup I would deffintily click that. I noticecd that its in a different order than I selected them… oh I think its alphabetical but in my head I think I might expect them to be in the order is elected but that’s okay. A screenshot of a computer

Description automatically generated*

*Okay im glad this is fixed (calling out the sticky header) I was worried id have to remember that. Also this is good to know (hovering over the GI Bill students) this tells me id find more people to relate to vs 7 we may never even meet.  
  
Okay we know all three are religious that’s good to know… huhh… I don’t know if it would be tricky to add but… ill keep scrolling to see if it pops up somewhere… okay there is an astrix there or… is there a way to change the benefits you want to use or if the other… I… I assume most people would use the post 9/11 but not every body would use that so I think the option to change that would be nice…. Okay length of VET TEC programs… interesting… I don’t remember seeing the vettec on the profile page for university of Notre dame so I think if its listed here it would also be listed on the school page.   
  
credit for military training wouldn’t matter to me much because usually they don’t meet that credit but it would obviously be useful to get some credit…   
  
Principles of excellence… im not too sure what that means… yeah that’s throwing me off… 8 keys to veteran success I haven’t ehard of that either… military ta, priority enrollment, that’s good as well… I think this is deffinitly usefull… is it missing anything I would look for?...   
  
if you could change your benefit here where would you expect?  
um if in the comparison tool if you could click what benefit you want to compare that would be nice* (I assume she means drawer?) Okay so I have a question, I did click this (breadcrumb) instead of the back arrow, if I hit the backarrow, I don’t know… I don’t have a expectation with that I just know sometimes when you hit the back arrow that it erases everything. I would prefer the search to still be there though.   
  
hmmm

Follow-up: Do you think you would be eligible for the program? If so, how much of the remaining expenses do you think would be covered?

**Things to watch for:**

* Where does the user look to find the Yellow Ribbon program?
* Does the user see the Yellow Ribbon program listed under EYB?
* Does the user find the Yellow Ribbon calculation in EYB?

**Upon task completion:**

* How do you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of discovering what financial assistance is offered by University of Notre Dame?  
   *I think if you had the private or public and the option to change your benefit but for the most part it was easy and through. Easy, very easy, so 1.*
* If you finished researching University of Notre Dame and thought the school was the right fit for you, what would be your next step?

**Third Task: Compare Religious Schools - 10 minutes**

* You're interested in taking a few classes on religion and you're curious what schools in the **Notre Dame** area might have a religious affiliation. You know that **University of Notre Dame** is a Roman Catholic institution. How would you use the Comparison Tool to find schools in **Notre Dame, IN** that have a religious affiliation and see how they compare against **University of Notre Dame**?

**Things to watch for:**

* Where on the tool does the user go to find religious schools?
* Does the user see/say anything about the religious affilation in the header?

**Upon task completion:**

* How do you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of comparing schools with religious affiliations?

**Thank-You and Closing - X minutes**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!

**Sample Conversation Guides *(note: these links point to resources in the va.gov-team GitHub repo)***

* [Scheduling Accessibility and Usability Study: Complex Recruit, Highly Variable based on User Profile](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/health-care/appointments/research/2017-studies/access-usability/access-usability-conversation-guide.md)
* [Veteran ID Card Discovery Interview](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/veteran-id-cards/research/discovery/discovery-conversation-guide.md)