Participant: *Nathan*

Date: 07/22/2021 @ 10:15 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)?  
  *retired* 
  + If Veteran, which branch of service?  
    *army*
* Are you currently using or have you ever used your education benefits?  
  *um… I tried too but they said they wouldn’t / couldn’t take them at the school im going to so I never have. But uh maybe yeah I mean ill use them in the future it would be nice to use them I mean I only have a few credits left on my associates degree but yeah I don’t have any plans at this time.* 
  + If yes, which benefit are you using? When did you start school?  
    *if I went back I believe it would be the GI bill?* Post p-11? *Yeah right yup.  
    I started school in 2003 for culinary school at le cordon blu, huge waste of money though, it’s the last thing I want to do, theres no money in it. I spent $60,000 for an associates degree to make minimum wage…*
  + 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?

**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?  
  
*uh okay so id just start by typing the name of the school… ‘university of notre d…’ selects from drop down… Indiana, so that’s this one* (user selects compare checkbox and then clicks on the profile) *so im seeing a lot of information on this page I guess… so I guess this is just pretty much, its crazy ive got a lot of numbers and stuff tehre already. It says what the GI bill will pay to the school per year, breaks down all the fees and stuff, that’s kinda cool actually… um yeah huh… so I don’t know that’s a lot of information on the school which is pretty cool.   
  
um so pretty much I would want to know what I’m having to pay out of pocket and I guess the total cost. Like now I have a 60,000 student loan, no degree, and I make minimum wage so… some type of job placement kind of thing, cause not a lot of schools do that, they will just take your money and send you on your way. Oh wow okay so you can do it online or in person, I mean that would probably save a lot of money too. Huh. No students have complained at all? Ha. Um I think that’s probably not true ha. I think one or two of them out of a bunch of students… I mean at my school, everyone was going to the administration about something but that’s probably just my school. Okay that’s chool its got all the contact information stuff… yeah I don’t know that’s a lot of information on this school, its kind of cool the set up. Um cost and um yeah the cost would be most important to me.   
  
UH… when asked if anything else would like to see on this page he says not that I can think of, is there anything else about financial aid? Cause I mean, the GI doesn’t cover everything right? So what would be left over after the GI bill? I guess the out of pocket cost really, but that’s kind of there.*

**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?  
  um good, I never saw anything about this when I signed up for the culinary thing and uh you know…
* 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?  
  that’s fairly easy, probably about a 1. I don’t think it gets much easier than this, thats a lot of information all in one spot, yeah.
* 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?

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?

*Well I saw scholarships and other funding here so id click that and read all about it (pulls up yellow ribbon learn more) looks up the VA home loan but for school, okay. Kinda cool. If I was to start the yellow ribbon thing how much would that cover? Okay so I don’t know a total number but I would hope it would get pretty far on the remaining balance. I don’t know a lot of high school students that are coming out with a lot of money I mean, everything I did was coming out of my pocket you know.  
  
I guess I would select the yes here, and enter the information… okay so that the amount form the school, and hit update.*

**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?  
    
  *um probably a 2, maybe the pop up menus on the side should already be expanded. I mean they’re tehre if you really look for it and I guess since I didn’t know I wouldn’t have looked for it you know so…*
* If you finished researching University of Notre Dame and thought the school was the right fit for you, what would be your next step?  
  *id probably come down to this part that says apply for education benefits or maybe contact the school itself. Okay oh heres some information we can learn more about all this stuff and oh yeah there’s the contact information, look at that. Hmm.,,.*

**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**?  
    
   *I saw something about roman catholic for the school but I don’t remember where I saw it… but maybe there is a search or something for that?*goes to location search for notre dame Indiana, 25 miles, hits search. Clicks filter your results and scrolls down to select religious affiliation and updates search. *Washington, that’s not in Indiana… well okay… where are the other options? (doenst know he can scroll, updates location from all to usa, results change from 14 to 6) showing 6… clicks comparison drawer… um I think I found what im looking for but its only showing me 1 school even though it says 6 results. But on the map there are 6 different schools I geuess… maybe ill click on it I guess? OH there it is, so there is a little scroll bar for the list of schools but it goes away when you aren’t doing anything with it, maybe if that was there perminitly so people could see that it could scroll up and down, that might be good… yeah.   
    
  um.. okay so notre dame, holy cross college, that is roman catholic, the next one breaks it down by women only, um and then I guess we could compare that with notre dame which is on top, kinda convenient but if you don’t know this scrolls, this will confuse people.* Selects a few schools to compare.  *Oh okay and then id go down here to where it says compare and then compare them. Okay that’s a little weird but, its not really in the picture with the other two boxes. (*no idea what he is talking about here) *okay,* on the compare page *out of pocket cost, cool, that’s convenient, they didn’t have anything like that when I was looking.   
    
  um the costs and fees, it breaks it down, I don’t think I ever saw that when I was doing this but I don’t think I ever really compared either… it has all the veteran programs that they accept and don’t accept, which schools do and don’t, kinda nice.*clicks remove on the compare page.  *Yeah, that’s about it really, that’s a cool feature.*

**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 affiliation in the header?

**Upon task completion:**

* How do you think that went?  
  that was pretty simple. Um… I don’t know if I like the little thing down on the bottom because that was pretty small when I was looking for where to compare them? I didn’t know if there would be a popup window for that.
* 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?  
  um probably a 2.

**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)