Participant: *Henry / Hank / Michael*

Date: 07/22/2021 @ 01:00 pm  
Important to note: we zoomed in on the browser  **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?  
    *USMC*
* Are you currently using or have you ever used your education benefits?
  + If yes, which benefit are you using? When did you start school?
  + If no, do you plan on using your benefits in the near future? - Which benefit? Where are you in the school selection process?  
    *yeah my benefits expire at the end of this year and hten im going to be a 4 month semester that im registered for this fall and im waiting for my final va certification on that.*
* Have you ever used the GI Bill Comparison Tool before?
  + If yes, what did you use it for?
* No initial questions, it seems to be pretty clear cut, if I were to get started id be interested to see what would come up if I put my school name in there… so one bit of feedback I would give you on this is the print is really small in this box, I really have to put my glasses on , I hardly have to wear my glasses… I see saddleback college, I see compare, can I compare that to another school? (Selects compare check box and searches for another school) so I want to compare miracosta and saddleback… (Selects compare checkbox for miracosta)   
    
  So I want to compare saddleback and miracosta college, I was hoping if I selected the compare button I could enter the other school name and see a side by side.   
    
  goes to profile page: So im just trying to evaluate whats there… I see miracosta has 748 gi bill students, certificate program, size, suburban locale… website for me to get more information… and then im interested in what is down here… calculate your benefits, I see the housing allowance is a lot less than saddleback. Book stipend, and… im looking at the benefits per term and uh again.  
    
  I think the most helpful information here is that it has a certificate program and a website… that’s all helpful information… particularly the benefits per term. And then uh all this stuff is shown… school costs and calendar, learning format and location, and scholarships and other va funding… that’s all of value and interest. And im just looking over the additional information right now.. so its uh telling me it doesn’t have a yellow ribbon program, it doesn’t have a rapid retraining assistance program, uh this information to contact the school certifiying official (protection against late payments) that’s helpful… so it seems to be information rich. So your screen is a little squished for me, its half of my screen right now.  
    
  Its hall helpful information, I think for me I would get a va consler to help me out with all that if I were a new student… Student complaints… so I think that’s interesting, seems like its not a problem at the school. The tool must have a pretty good data base to be bringing up this level of detail on the school. Im familiar with career scope, ive used that in the past.   
    
  So im curious what that is and id like to explore more, can I click this learn more? (single point of contact) alright im a little bit confused, im going to try that again… so I was expecting to get to the single contact, like the actual name and contact information for the person but it was just defining what the single point of contact is. Uh it would be helpful if there was an email or phone number for the SCOs. Okay looks like im at the bottom of the page, I’m going to scroll all the way to the top.   
    
  on a scale of 1-5 user would give this a 2. I expected that where it said compare… how do use that box there (compare checkbox) other than trying to compare miracosta and saddleback, I have plenty of information on the two indidually… its just tha comparison box I don’t know how that’s supposed to be used. Id expect to be able to check that box, be prompted somewhere, and then click a comparison and then see a side by side view. And when that didn’t happen I had scrolled up and tried to go in that original box and put in the school or your choice. Eventually he sees the compare drawer and opens it and reads you can compare two to three institutions, hits compare.  
    
  compare page… got two different miracostas removes one, clicks return to search to add and types in saddleback ‘there again its putting characters in there. Okay im going to click search now and see hwat happens. So there is saddleback… and let me see, opens drawer…   
    
  when participant gets the two schools in comare:  
    
  I think maybe this is what we were looking for, and this I like…. Im having trouble with the scrolling here (the zooming in is messing up with the sticky header)   
    
  oh I like that comparison its just not intuitive to get to it. 1-5 I would give it a 5, very hard.

**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?

**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?
* 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?

**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?
* 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 affiliation 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)