Participant: *Sabina*

Date: 07/22/2021 @ 03:15 pm **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?  
    *army veteran.*
* Are you currently using or have you ever used your education benefits?  
  *I have used them in the past. Im not using them currently but Id like to. I think I had about 6 months left. So I am looking to go back to school.* 
  + If yes, which benefit are you using? When did you start school?  
    *Post 9-11 and sometimes they do the yellow ribbon thing, they do all that so I don’t really know how to do it.*
  + If no, do you plan on using your benefits in the near future? - Which benefit? Where are you in the school selection process?  
    *yeah I did most of my schools out of state and I had recently moved to a different city so yeah im looking for different options.*
* Have you ever used the GI Bill Comparison Tool before?  
  *I think I have but I cant remember.* 
  + 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?  
*I would look it up by either option. Search by name. Type in University of Notre Dame probably. Then I would pick the first school card. I guess I would click on compare and then I would like compare that one and the Chicago one… I guess I could compare those two. I would probably click the update tution and housing estimates if that applies to what you selected compare on… okay and then update results or well I guess it already shows that information duh… well then I guess id click on the first university name. hmm… (school profile) okay…um… it pretty much shows me everything that I would want to know about it. Okay um it doesn’t really matter to me how many GI Bill students there are but the your estimated benefits, pays to school, out of pocket tution, housing allowance, book stipend, total paid to you, all of that is really important. Im not sure why there is out of pocket tuition when it has 100% gi bill… but I don’t see a learn more for that. Oh okay down there where it says school costs and calendar id probably do that… um…. Semesters I would click on school calendar and okay that’s fine its not really… I guess where it says learn more on the left side for tuition and fees per year. Um…. Okay I would click the little x and click scholarships and other funding. Okay id click yes on yellow ribbon. Um probably just put like undergrad and kicker bonus I would put yes. I have no idea how much it is, they do all of that stuff so I wouldn’t know and hten I would click update benefits… OH okay so maybe it wasn’t on there afterall, that makes more sense to me. Now that its updated it makes sense to me. If youre 100% GI bill you shouldn’t have 30,000 in out of pocket so (now that its updated) that makes sense now.   
  
Next I would probably click on the learning format and location because I probably would have finished my GI Bill by now since it requires in-person classes otherwise its like a 30% payout. It doenst really look like its going to update since everything currently selected is what I would have already picked so I cant update it.   
  
So ive pretty much seen everything I would be looking at unless tehre was a way to get contact information. Oh can you click contact information, I wasn’t seeing that a second ago… Okay and there is all the information, um the learn more next to single point of contact for veterans… OH that just explains it? Heh okay. So theres no phone number? Um can you scroll up or down? Or is that the whole page? So I don’t really see contact information for the school. I don’t see how to contact them. Yeah I don’t see the contact information for them. Can you click on highlighted link there? (university locations) I think it’s a broken link but it looks like it goes to the same page we’re on. I just don’t see how I can contact them. (looking at contact information) I don’t think the institution codes mean anything for me so I would probably just google for their phone number since I don’t see it on there.   
  
I would be interested in housing, tuition, the book stipend, I have the most out of pocket costs with books because it can get ridiculously expensive. The yellow ribbon information was really helpful.   
  
I don’t see a need to explore this page further.*

**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?  
  *Oh um it was pretty easy so I guess I would rate it as a 1.*
* 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**?  
    
  *so I would go to search by location and compare whatever comes up, so click gi bill comparison tool (breadcrumb) okay actually since its already there (search by name) um actually lets go search by location and search notre dame indiana. Click the second drop down and hit search. Wow why are there so many okay so lets go to filter results um… I don’t know why employers is selected… I would uncheck employers and leave vettec because I don’t know what that is and I don’t want to mess it up by removing. Then I would select religious affiliation and then update. Okay then lets look on the map, zoom in on the cluster um… where is A on the map? Like it shows on the left but It must be under one of the other dots… okay so I would compare A B C, I would probably zoom a little more where C is… there has to be other letters there, okay well then I would look up, there has to be two on there… I want to select the check marks for the other ones so lets scroll down and select those as well.. Okay why does it say Washington when this is… okay well if you could scroll on the left side to check the ones that I said? Can you click compare on D and E… (nothing is happening when jen clicks) can you refresh it? Maybe its timed out? Okay now can you also select E? (jen cannot select E) okay maybe its full hmmm… okay well that’s what I would do and then I would go to… im not sure if there is a button? OR is it that little carrot at the bottom? Yeah! Okay um so I would click the compare button. Okay that’s what I was looking for… okay so I would click highlight differences… wait, why Australia? Im comparing based on the pins on the map, is that just an error right now? I don’t really care about the…. (breaks up a little bit) okay god I hate T-Mobile um the locale and size doesn’t mater for me but everything else here is relevant to me. Because I’m definitely comparing the tuition prices. The books and the housing allowance shouldn’t be off if its all in the same spot but… uh yeah I would use this to see the housing allowance to see the difference in different areas. I use the BAH housing comparison, Ive don’t that, I cant tell you how many times. I don’t really know any schools that don’t take yellow ribbon but if they don’t then that would immediately block them out for me so I like that. Um student veteran group, I don’t know if other vets like that, I get anxious in groups so I would avoid that honestly. But it looks good to me.   
    
  um veteran complaints, I never would have thought to include that but I think that is something that would matter to me as well. I don’t know if its student complaints like students in general or veterans but im assuming its veteran complaints because its on the va. And if a lot of veterans are complaining about difficulty using their benefits at the school then Its too much anxiety for me.*

**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)