**Conversation Guide for GIBCT Profile Page Testing**

**P5 - Sabina**

**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.

Have you done usability testing before?

If No – I’m going to put a couple scenarios in front of you and ask you to do some tasks on a website we’re working on. As you’re going through the tasks, we ask if you can “think aloud” – tell us what you’re seeing, what you’re looking for and any other thoughts that come to mind as you’re interacting with the site.

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

* **This entire session should take about 45 minutes.** I do want to be respectful of your time, 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 just to make sure that we captured your opinions accurately. After that, the recordings are destroyed - usually within a week or two.
  + 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)? Veteran
  + If Veteran, which branch of service? Army
* Are you currently using or have you ever used your education benefits? I have used them in the past, not currently, but would like to. Think I had 6 months left.
  + 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? Post 9/11…and sometimes when I’ve been to school, they’ve done the Yellow Ribbon. I did most of my schools out of a different state, so I’m looking for different options.
* Have you ever used the GI Bill Comparison Tool before? Not sure…I might have. I can’t
  + If yes, what did you use it for?

**Initial Take - 2 minutes**

I’m going to start sharing my screen.

This is the GI Bill Comparison Tool, which allows you to see what education benefits you can receive at various institutions. Do you have any initial thoughts or questions before we get started?

**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?

Picked autocomplete option…I would pick the first one. I’m interested what update tuition and results…I guess I’d just click on the university name. It shows me everything I’d want to know. It doesn’t matter the number of GI Bill students, it says your estimated benefit, housing allowance, book stipend…all of that is important. I’m not sure where 100% is…I’d want to know what is the out of pocket information. I’d probably contact…look for contact information. Where it says calculate your benefits….school costs and calendar. Opened school calendar. Opened Learn more for tuition and fees per year. Yes to Yellow Ribbon and kicker…no idea for kicker “they do all that” Looking at estimated benefits per term. You shouldn’nt have $30k out of pocket. It shows a breakdown of everything. Clicked Learning format and location. It would be easier if I could take classes at home and I’d want to see if it was the same info. It doesn’t look like its going to update. Everything selected is what I would pick.

I see everything I want unless there is contact information

Clicked Jumplink – contact information. Opened learn more for single point of contact….there’s no phone number? I don’t see how to contact them.

Wanted to click on University of Notre Dame (Chicago) – broken link. I just don’t see how you can get in contact with them. I don’t think the institution codes mean anything to me.

Want to see – the undergraduate programs available, all the info for the GI Bill – the housing, tuition amount, book stipend…the book stipend is the hardest where I have with out of pocket costs because they can get ridiculously expensive. The Yellow ribbon information like if it isn’t fully covered. I would want to see a list of courses…if they even have the program I would wwant to take. And contact information. At old college, there was a link that had a number to someone who worked just with Veterans.

**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? Good – I do think I have used this is in the past and I don’t remember having that many options to look.
* 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? Pretty easy, 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**?

Uncheck employeres…don’t know what VET TEC is..filter results….where is A? There has to be other letters there. I don’t understand why its fremantle, WA when its showing right there on the map….why does it say that? Refreshed…got rid of all checks…can you select? Maybe they’re full…then I would go to…maybe underneath all the universities or choices? Is there a way to update? Is there a button to compare? Can you click that button at bottom…ok, that’s what I’m looking for…Australia? I’m comparing that they’re all based on the map together…I don’t know if that’s just an error. Institution locale and school doesn’ tmatter, but the rest does. I’m definitely comparing tuition, prices. The housing allowance shouldn’t be that far off given they’re in the same place. I’ve done BAH comparison so many times. I don’t know any schools that don’t do Yellow Ribbon, but if they don’t’ that will block them out for me. I get anxious in groups, so student veteran group wouldn’t apply to me. I don’t know what the 8 keys is…I haven’t heard about it.

Veteran complaints – I would never have thought of that, but if there were a high number of complaints. I’m assuming its Veteran complaints – I would consider that. If it’s a pain and too complicated to use benefits.

**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? Pretty good except for them coming up in random locations
* 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? 2 – just because it was hard to see where the compare button was. I think it would be easier if it was over where you were selecting schools or have 2 links.

**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!