**Conversation Guide for GIBCT Profile Page Testing**

**P7 - Amie**

**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)? Husband is newly retired
  + If Veteran, which branch of service? Army
* Are you currently using or have you ever used your education benefits? No
  + 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? Yes, son is junior so looking to the benefits for him in next 2 years. Chapter 35
* Have you ever used the GI Bill Comparison Tool before? No
  + 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?

Pick first option (not caps). Click on heading.

I would have to figure out if my scores or GPA was good enough for this school. Assuminig I already did that , I would click learn more for GI Bill students. What’s your military status…if this was my husband was trying to get benefits…it says your military status so it has to be the person using the calculator…so I’d click Veteran

It tells me here what he could get and umm….opened scholarship and va funding…I know my son. I’d put 10,000 in for my son to see

Is there some way to save this? I would expect it to be where the amounts are, where it has everything listed. I would expect it to be in that box….save this for later or something.

Clicked compare drawer….so I’m not sure…so it was on the first page, so maybe go back and click Compare and then click another school

Go to MIT…then I’d fill in benefit details and all that’s already filled out

Find out if you’re eligible for VA benefits…and clicked link

Top choice would be one that closest to us

Picking those schools? Engineering – top picks

Click compare

Out of pocket difference is only $2k

Asterisk how many question they accept or how many they have? GI Bill students…that its how many they have. Since all other information is current like tuition and all of that. I would like to know what the asterisk means by the GI Bill students.

Is there a way to print this? Somewhere up there at the top it would say Print page. It seems like there would be a way to print the page. Maybe a print button. I would like to print it because I like to have things in paper. That’s just me.

Compared historical info GI Bill students to # of GI Bill students

So 400 apl

**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**?

Saw religious affiliation in card header

Is there a way to filter by type of religion? I think it should be under religious affiliation, there should be sub-groups that are available. Because you can only compare 3 at a time and there are 13 results…its easier to pick the one religion

**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!