### GIBCT TESTING Participant 1

### Erika - Dependent

### Warm-up Questions (5 minutes)

Before we look at the website, let’s start with a few warm-up questions.

1. Have you used VA Education benefits in the past, or are you interested in using them in the future?  
     
   *Yes.*
2. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
    *Nope.*
3. What are the 3 most important factors you consider as you compare colleges or universities?  
     
   *Cost. Wanted to be in DC. Program in International Affairs.   
   Dad had given my older brother benefits as well – he went to Syracuse. He didn’t have much trouble with using the benefits so I didn’t talk with any of the Veterans offices in the schools I toured.*

### Scenario #1 (10 minutes)

Let's say you're interested in going to the University of California at Davis. Using the GI Bill Comparison Tool, how would you determine how much money you'd receive to help pay your rent while taking classes at the University of California at Davis?

*Uh oh. She’s a dependent! Would select status.*

*Would have to click “learn more” for Cumulative Active Duty… Not sure what that means.*

*Gets to UC Davis page easily.   
  
Finds the Housing Allowance.*

Great, now let’s review the left column without clicking, let's talk through what values you might enter or select.

1. What would you expect to happen as you make that selection or enter that data?  
     
   *Would review Edit Eligibility if I got something wrong.* ***How would she know if she’d entered something wrong.***

*I would click the Yellow Ribbon…* ***Does she know what Yellow Ribbon is and if she’s eligible.***

***I believe at one point, I was eligible, and I was getting more benefits than I am currently. I believe it ran out or expired so I don’t have that anymore. Wasn’t sure when I was using it, just that I was eligible for.***

***Now I’m using Chapter 35 benefits. My school has the option for Chapter 33 and Chapter 35. I never really look very hard into the differences of them. I just know what I’m eligible for.***

*Expects that left side operates the right side.   
  
Not sure what the “When did you first use your benefits” question would be about but that’s not relevant.   
  
Not totally sure what all the Veteran Programs are…* ***what about those might pique your interest?***

*Finds School locations:* *Ah, it has the different estimated housing. That’s interesting, because you can compare where you want to live based on the cost.*

### Scenario #2 (10 minutes)

Let say you're interested in checking out University of California at Irvine. Using the site, how would you determine how much housing allowance you'd receive if you attended UC Irvine?  
  
*Goes back to Search Results – goes to Irvine option. Finds housing allowance under estimated benefits.*

*Finding the housing allowance is really easy and I really like, for bigger schools, that you have the information where people can compare.*

*It’s a pretty nice tool. I like that you can edit the eligibility details on the page.*

*I know some people who are stationed abroad with a parent, they might decide to move back to the states a few years ahead – in high school – to get in-state tuition. I like the in-state tuition selection option.*

### Scenario #3 (10 minutes)

Let say most of your classes at UC Davis will be held across town at the UC Davis Technology Center. Using the site, how would you determine what amount of housing you'd receive?  
 *On UC-Irvine page. Scrolls down to School Locations panel. I know it has all the school locations. Finds the housing allowance there.*

*About the relationship… Perhaps they have different benefits overall. They have general locations. Maybe they’re grouped by the housing allowance.*

*Definitely see value in having a list like this.*

### Scenario #4 (10 minutes)

Let say you heard that the UC is offering a new cybersecurity program in Riverside, CA. The program is brand new, in fact, the first class of students to attend the program will start in September. Using the site, how would you determine what amount of housing you'd receive while taking classes in Riverside, CA?  
  
*> tries to click on View More. I’d imagine it would show a larger list of schools. Expect it’d have Riverside in the list.*

*Would try to Search for it on the SRP.*

*Prompted to engage with the “Where will you take the majority of classes.” Misses the drop down*

*ADD a prompt into the drop-field.*

*Didn’t immediately think of it –* *there are so many fields on the left. Thought it would be easier to do the full search than to deal with that than with “so many things”*

*To find a general zip code, would probably just google. It.*

*In retrospect, would be interested in seeing what my benefits would have been at some of the other schools I was considering.*

*LEARN MORE:*

*I didn’t see the branch campus mentioned. I appreciate the italicized content because it helps me understand the content.*

*LEARN MORE – How do you want to take classes.*

*That’s interesting. I just enrolled in a distance learning class. The Veterans office at school asked me about this and I didn’t know why. This would have been good – I would have known that from the beginning.*