### GIBCT TESTING Participant 2

### Ty(rone)

### 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.

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
   NO.
2. What are the 3 most important factors you consider as you compare colleges or universities?  
     
    Distance. Price.   
   Quality of education. **What did you consider when you were weighing quality of education.**

* Reviews
* Looking at IT programs… technology.
* Definitely had a goal in mind. Knew what.

### 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?  
  
*Cumulative Post 9/11 – a little confused about that.*

*Would type in University of California.*

*On the right (of landing page) – some tools are perfect & intuitive. I would use those tools to find out about cost and quality of education.*

*Sees monthly housing in SRP card.*

*It was very quick to type that in and then, Boom, see that.*

*I’ve gone on other tools to find my B.A.H. – it involves me finding the school’s zip code and then pasting that in and then [doing a lot of things]. That was a lot of work and this is very easy.*

*Doesn’t state that the style of the school name is a link to deeper pages – but does know he could click the name OR view details to get to more information.*

*Clicks through on “View details”*

*“**This is good information you don’t find anywhere else.” I’ve searched for this, trust me.*

**Where did he search for information about schools (so we can think about how to position this info)**

* **Housing rates: google search. (B.a.h. calculator)**

*Reviews page… “Do I have to do any work here?”*

*“What ends up happening… for me specifically, getting out of the military and finding an educational institution that will meet your needs is daunting. This whole education thing was a big, huge deal because it controls the rest of your life. This information is a god-send.”*

*Sees the controls and understands that they affect the amount of the benefit. (doesn’t automatically assume it will control the page)*

*Thinks it would be cool if you changed selections on the left and the numbers on the right changed.*

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?

1. What is your sense of why you are being asked to answer these questions?

[After the participant has explored the calculator fields and benefits panel]

### Potential Probing Questions

1. What are your first impressions of the process of determining your benefits?
2. What aspect of the page or the process might other Veterans find confusing or unclear? Why?
3. [If calculator fields were not used] Is there a way to make the estimate even more specific to your particular situation? [If calculator fields were used] What would make the process of refining the benefits estimate easier? What are your thoughts on the 2 choices: "This location" and "An extension campus"?
4. Would you expect to receive the same benefits if you were to attend University of California in another city?

### 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?  
  
 *Uses back button to get back to previous page.*

*Sees housing on SRP.*

### Potential Probing Questions

1. [If the participant navigates to UC Irvine via the Search Results Page or search box] Is there a way to access the UC Irvine page from the School Profile page?
2. What are your thoughts on the School locations section?
3. Why do you imagine that some are nested under others?
4. What benefit do you see in having a list like this?

### 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?

*Finds UC Davis – Tech Center in School locations panel.*

*Likes that the housing rates keep current*

*[ prompted to look at 107 control ]*

*After selecting the extension campus in the drop down but doesn’t know what to do now. When changing the extension location, comments that there’s no notification that there was a change or WHAT changed.*

*[suggests estimated benefits be sticky to the top of the panel]*

[After the participant has explored the prototype and shared thoughts aloud ]

### Potential Probing Questions

1. [If they use the campus calculator field] What are your thoughts on the question on the left ("Will the majority of your classes be on the main campus?")? [If they use the School Locations list] On this page, is there a way to make the benefits panel at the top update to show this housing amount?
2. What would you expect to happen if you selected "Other..."?
3. What would make the process of selecting a campus easier?
4. What is the difference between the short list in the drop-down and the longer list at the bottom?

### 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?  
  
 *Goes to Extension drop-down – gets hung up on not knowing the zip code… Would find it on Google.*

*Suggests a confirmation box when a location is selected.*

*Mentions that he used his phone a lot when looking for schools.*

*The tool was very easy to read.*

*We are so used to answering question after question after question.*

*[prompt: what’s the difference between dropdown and school locations]*

*To get to info easily, would just scroll down and use School locations.*

*[prompt: learn more links]*

*Thinks the content in the “Location where you’ll take classes” learn more is great.*

### Potential Probing Questions

1. What thoughts do you have on the process of determining your housing allowance for a location that is not in the list?
2. What are your overall thoughts on the Comparison Tool?

[After the participant has explored the prototype and shared thoughts aloud ]

### Thank-You and Closing

[The moderator concludes each session by thanking the participant for their time and for offering his/her opinions and suggestions.]

Thank you very much for taking the time to give us your feedback today. We really appreciate your help!

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