### GIBCT TESTING Participant 3

### Thomas

### 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?

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1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
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2. What are the 3 most important factors you consider as you compare colleges or universities?  
     
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### 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?

*It was simple for me. I may be more accustomed to dealing with the VA – I’ve been doing it about 20 years.*

*Would be great if it was a visually impaired person, there was a text to speech option.*

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?  
  
*Goes to Search Results – sees housing allowance on Search Results page.* **What are we trying to accomplish with this scenario? Looks like people are just defaulting to the 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?

*Uses control. Finds extension in dropdown and notices the change. Says “Woo!” when he sees the amount change.*

### 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?  
  
 *Was able to move through the process. Didn’t see “Other” at first, eventually got there.*

*Refers to indented schools as “extensions”*

*Expects that he’d be directed to another page within the GIBCT if he clicked on the name of the institution.*

***Majority of Classes Learn More:*** *Reviews content…*

***School Locations:*** *Thinks it would be easy for others to find.*