### GIBCT TESTING Participant 5

### Peter

### 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?

No. Did use Vocational Rehab. Went to school to be a mechanic.

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
   No.

1. What are the 3 most important factors you consider as you compare colleges or universities?  
     
   How far away campus is  
   Cost

How it’s going to be paid for

Professors, how they interact with veterans

### 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?

*Thinking about length of the program – to determine the amount of money he’d need.*

*Asks: What’s the cumulative Post-9/11.*

*Doesn’t seem to understand the task.*

*Doesn’t think the elements on the left will do anything.*

*Understands that the items in the dropdown are related to the parent campus (they’re near, they’re extension)*

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?  
  
*Says that the process is pretty self-explanatory.*

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*.* **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?

*Looking around on the page… Doesn’t easily see where to go to find the school. Thinks he’d use “Get help choosing a school”*

*Finds it in the School locations listing.*

*Generally understands the relationships in School Locations area.*

*Not sure what he says about Housing Allowance when looking at School Locations.*

*So far, no one seems to have read the helper text in the top part of the School Locations panel.*

*The addition of “Riverside, CA” confirmation message seems to really help people understand that what they’ve selected. They like it.*

*Priorities on the SRP: Housing Allowance.*

### 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?