### GIBCT TESTING Participant 6

### Roger

### 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?

Not yet – wants to.

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
    Not yet.

1. What are the 3 most important factors you consider as you compare colleges or universities?  
     
   Degree programs they offer.  
   Price – if it’s covered by the GI Bill  
   Location.

### 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?

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

*On the landing page - I wish I could click these. Start at the top & work my way down.*

*Walks through what he anticipates would be in drop-downs. Mentions he likes the “learn more” option.*

*Doesn’t know what Cumulative Post9/11*

*“It has tuition information – that’s just what I wanted”*

*This right side (Benefits panel) pops out at me more.*

*Assumes that his inputs will control the benefits panel.*

*This is just a big calculator.*

*If I get a scholarship, I won’t use as much of my GI Bill.*

*An extension, that’s perfect. … Makes changes to extension and DOES NOT SEE THE HOUSING ALLOWANCE CHANGE.*

*It would be very nice to have [the benefit panel] follow. So I don’t have to scroll back up.*

*School locations… Doesn’t stop or comment on this.*

### 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?  
  
 *Tries to find Irvine via the extension drop down. And tries to go through “Other”*

*Would prefer to enter the zip code and would find a school through that.*

*Finally gets to Irvine after being prompted to find ‘a totally different school’ like University of Florida.*

*.* **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?

*Interesting challenge: He doesn’t remember where the drop-down is because it’s not visible anymore.*

*Mentions that “this location” doesn’t make a lot of sense to him – is it the full state of California?*

*Learn more… likes the way it operates.*

### 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?  
  
*Looks for that option in a number of different places, finally uses the drop-down.*

*SCHOOL LOCATIONS*

*“It’s all the schools smooshed together.” Thinks it’s probably sorted by the price.*

*Sees the relationship. This makes more sense to me.*

*Likes the info in the school locations – thinks it’s straight-forward.*

*Thought the link would take him to the school page.*



### 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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