**GIBCT Colmery Act Sec 107 Veteran Discussion Script**

*July 10, 2019 – TIFFANY*

107

Weighs cost & flexible classes

Likes “online classes” option since she’s active duty. Would automatically rule out schools without “online only” classes.

Likes “Learn more” links (Not sure if she’s eligible for Yellow Ribbon)

Likes “Cautionary info” – usually uses Rate Your Professor / 3rd party site

REALLY Liked profile page… **A lot of schools don’t have one page where there’s a comprehensive overview. Overall this [profile] page – provides a lot of the info you’d want to see quickly. It’s not missing anything that I can think of that would be important.**

Veteran had alternate means for finding housing allowance (GFAS) but was able to find in GIBCT when prompted.

**Veteran was confused by benefits panel: Pays to School / Pays to You: Calculation doesn’t show the math exactly so that could be confusing. Would be helpful to have the calculation shown and information about how the calculation is performed. Likes the lower “estimated benefits per term” portion.**

Veteran would use many ways to find zip code (Google, main link in header, “get help choosing a school” in additional resources). Did not find School Locations without being guided there.

Expects nested display shows a relationship but not clear what it is.

Thinks School branch name links will go to school websites.

**Thinks “Where will you take classes” should display Branches and allow user to go to the relevant page.**

VET TEC

**Would try to filter results by State. Or Search by City.**

**Likes the VET TEC Benefits Estimate panel presentation better than IHL, because of the more detailed breakdown. Makes it easier for you to plan. “I try to plan multiple semesters ahead.”**

**Likes that the approved programs are first – helps with decision-making.**

**Didn’t notice the logo at first – Name of Provider stands out more than the logo. Likes that the VA logo is in place, adds a sense of security.**

**Welcome and Opening Remarks (5 minutes)**

Are you comfortable if I record the audio as we talk today?

**Yes.**

**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?

**Nope. Going to use Tuition Assistance as much as possible – transfer GI Bill to children.**

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?

**Nope.**

1. What factors are most important to you as you compare schools or institutions?

**Cost. Whether they have online courses.**

1. What role will geography play in your decision?

Okay, let's go ahead and walk through a few scenarios.

**Prototype**

<https://bahdigital.invisionapp.com/share/EXIAAV8QGY3#/screens/296016673>

**Scenario #1 (10 minutes)**

Let's say you've decided to apply to the University of California at Davis. Using the GI Bill Comparison Tool, how would you determine what benefits you'd receive while taking classes at the University of California at Davis?

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

**Finds Davis in search easily.**

**Likes that there’s “online option” since she’s active duty.**

**Knows she’s eligible for kicker bonus but doesn’t know much about what it is... *How does she know she’s eligible. Same about yellow ribbon*. *(Part of the sign-on contract.)* Likes that there’s a learn more link there since she’s doesn’t eligible.**

**Would automatically rule out the school if it didn’t have online only.**

**Likes “Cautionary info” - usually uses Rate Your Professor.**

**A lot of schools don’t have one page where there’s a comprehensive overview. Overall this [profile] page – provides a lot of the info you’d want to see quickly. It’s not missing anything that I can think of that would be important.**

**Typically would go to the GFAS website to find housing allowance. Finds housing allowance when prompted.**

**Potential Probing Questions**

1. What are your first impressions?
2. What aspect of the page or the process might other Veterans find confusing or unclear? Why?
3. Would you expect to receive the same benefits if you were to attend University of California in another location?

**Scenario #2 (10 minutes)**

Let say most of your classes will be held downtown at the UC Davis Technlogy Center. Using the site, how would you determine what amount of housing you'd receive while studying at the UC Davis Technology Center?

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

**Goes through steps using drop-down… sees that the housing allowance was adjusted “quite a lot”**

**CONFUSING… Pays to School / Pays to You: Calculation doesn’t show the math exactly so that could be confusing. Would be helpful to have the calculation shown and information about how the calculation is performed. Likes the estimated benefits per term.**

**Potential Probing Questions**

1. What are your thoughts on the last question on the left ("Will the majority of your classes be on the main campus?")?
2. What would you expect to happen if you selected "Other"?

**Scenario #3 (10 minutes)**

Let say you're interested in checking out UC Irvine, as well. Using the site, how would you determine how much housing allowance you'd receive if you attended UC Irvine?

[If the participant navigates to UC Irvine via the Search Results Page or search box, ask if there a way to access the UC Irvine page from the School Profile page?]

**From Provider profile, looks in the drop down. Chooses “other” and says “I’d have to find the zip code. I’d google it.”**

**Could go to the main link in the header.**

**3rd option, “Get Help Choosing a school” link in the Additional Resources.**

**Didn’t find the “School locations” panel without being guided there.**

**Expects that the nested schools (extensions) are related.**

**Thinks “School locations” links will go to school websites.**

**Thinks “Where will you take classes” should display Branches and allow user to go to the relevant page. [not sure whether that would work at all]**

**Potential Probing Questions**

1. What are your thoughts on the listing of all campuses in the locations section?
2. Under what circumstances would you review a list like this?

**Scenario #4 #116 VET TEC Benefits Panel (10 minutes)**

<https://bahdigital.invisionapp.com/share/BXIAAZ0PHY3#/screens>

Let’s assume you're moving to Detroit, Michigan and you'd like to advance your IT career by taking advantage of the VA's new high-tech program. Using the GI Bill Comparison Tool, how would you find a training course in Detroit and determine how much money you’d receive to help pay your rent while attending the course?

**Potential Probing Questions**

1. What questions do you have regarding the tuition breakdown?
2. What aspect of the Benefits panel might other Veterans find confusing or unclear? Why?
3. What are your thoughts on the logo? What does it mean to you when you see it? What do you wonder when you see it?
4. What are your thoughts on the Preferred Provider logo?

**Would try to filter results by State. Or Search by City.**

**Likes the VET TEC Benefits Estimate panel presentation better than IHL, because of the more detailed breakdown. Makes it easier for you to plan. “I try to plan multiple semesters ahead.”**

**Likes that the approved programs are first – helps with decision-making.**

**Didn’t notice the logo at first – Name of Provider stands out more than the logo. Likes that the VA logo is in place, adds a sense of security.**

**WRT Search Results – prioritizes Housing Allowance and geography over Preferred Provider. Not sure what / why it’s preferred. Since it’s on a VA site, assumes they’re all preferred providers.**

**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!