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

**July 10, 2019 – Eric**

Motivated by **Convenience of location. 2nd, classes that were offered.**

107

**SRP - Able to find useful info on SRP (tuition is all covered, housing varies based on location)**

**SRP - Housing amount: that’s just the basic information. Monthly housing allowance… Mentions it would be helpful to have the breakdown of when you’ll get what funds.**

Was confused by calculation of benefits panel: **The part that kind of gets me… total paid to you is misleading… You’re not going to get all that money (thinks the Total paid to you includes the tuition payment).**

**Mentions housing allowance is pro-rated based on your enrollment status (full-time, half-time, etc.) Also, notes that the estimate should say “Up to…” so it’s clear that you’re not necessarily going to get all the money.**

Veteran didn’t notice changes in calculator fields modified benefits panel. **Doesn’t see the rate change when selecting Online Only.**

**Felt School locations was just a regurgitation of the first view (Search Results). I already saw this. I didn’t see all the campuses… is that really important?**

**Realizes that the different locations will have a different housing allowance.**

**Names of schools look like they’d be a link to the campus.**

**Veteran says he’d have to “look up the zip code” for other location – after seeing “School locations” panel.**

**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?

**Exhausted them.**

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

**No.**

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

**Convenience – location. 2nd, classes that were offered.**

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]

**LANDING PAGE**

**Says Not sure what the “cumulative Post-9/11 active duty service” is.**

**Explains Yellow Ribbon Schools. Not sure why.**

**Would prefer to search by city instead of school name.**

**SRP**

**Checking out the program filters functionality… likes Student Vet Group, in particular. Thinks STEM is important too given high demand.**

**Able to review search results and find good info (tuition is all covered, housing varies based on location)**

**Housing amount: that’s just the basic information. Monthly housing allowance… Mentions it would be helpful to have the breakdown of when you’ll get what funds.**

**PROFILE PAGE**

**The part that kind of gets me… total paid to you is misleading… You’re not going to get all that money (thinks the Total paid to you includes the tuition payment).**

**Mentions housing allowance is pro-rated based on your enrollment status (full-time, half-time, etc.) Also, notes that the estimate should say “Up to…” so it’s clear that you’re not necessarily going to get all the money.**

**Requirement of 1 face-to-face class to get full housing allowance. Anticipates that the rate would change if you selected “online only”**

**Doesn’t see the rate change when selecting Online Only.**

**Majority of Classes dropdown – expects that since “they’re all Davis”, they’d be in the same City & State and the rate wouldn’t change. Example of St. Pete & Tampa, they do have different housing based on different locations.**

**Q; when you selected a different location for taking classes, where do you think you’d get the information about the housing rate change. Surprised that the rate changed but in part related to the fact that all the campuses are in Davis.**

**Observes there’s no Veteran Data in the Outcomes bar graphs**

**School locations –**

* **just a regurgitation of the first view (Search Results). I already saw this. I didn’t see all the campuses… is that really important?**
* **Realizes that the different locations will have a different housing allowance.**
* **Names of schools look like they’d be a link to the campus.**

**Task – find a program in cybersecurity. I’d go to the UC Davis page to find information on the cybersecurity program.**

**Other Location – I’d have to look up the zip code.**

Cyb

**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 ]*

**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?]

**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?

**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!