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

*July 24, 2019*

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

*[When the participant is ready, the moderator will begin the session with the following introduction.]*

Thanks for joining us today! My name is [name], and I also have two colleagues on the line, Amy and Cindy. They are observing and taking notes. We work with a team at the VA that is enhancing the VA.gov website and we're interested in speaking with you today about the GI Bill Comparison Tool.

The GI Bill comparison tool allows Veterans to learn about education programs and compare benefits by school. We’d like your thoughts on what aspects of the website work well and where we might make improvements to make things even easier for Veterans.

Before we start, I’d like to mention a few things:

* We are interested in hearing your honest opinions. We are in no way testing your knowledge or ability. Our goal is to be sure that application meets Veterans’ needs. You are welcome to express any opinions you wish. We welcome your feedback and look forward to hearing your thoughts and ideas.
* By testing the site thoroughly, we hope to ensure that it’s written in a thoughtful way and gives Veterans all of the information they need to make informed decisions.
* If for any reason you want to pause or stop the session at any time, just let me know. I'd be happy to do so.
* Do you have any questions so far?
* Lastly, we generally record sessions, in case we need to confirm that we have captured your opinions accurately.

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

Great! I'm going to turn on screen and audio recording now. Once it's on, I'll ask again, as we like to have your verbal consent

[The meeting host will begin audio and screen recording.]

Are you comfortable if we record the audio and screen movements today?

**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 interessted in using them in the future? I did a long time ago. I was pre-9/11. [The Montgomery bill]
2. Have you used the GI Bill Comparison Tool before? If yes, what was your experience? I’ve looked a little bit.
3. What factors are most important to you as you compare schools or institutions?

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

**Think Aloud**

While you are going through the site, we ask that you please think aloud and vocalize your thoughts and decisions. The more you say about what you are thinking and wondering, the more we’ll learn. We are interested in your first reaction to each page, as well as what you are thinking as you engage with each page. If you have questions about what information needs to go in a particular field, it’s likely that many other Veterans will too. Sharing your thoughts aloud may seem strange at first, but it helps us understand what you are thinking and give us valuable information.

**Prototype**

Okay, now we're going to look at the va.gov website and walk through a few scenarios. All of the sceanrios we look at are going to focus on housing allowance benefits. So while there will be a lot of interesting information on the screen, we're really going to focus in on determining housing allowance.

Just so you know, this is a prototype, rather than a real website. We create mock-ups like these and share them with Veterans in sessions like this to be sure we have everything right before we code the actual website. You'll notice that only certain links have been activated and you’ll not need to enter any data. When you click a field, text will appear automatically.

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

**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?

Please talk aloud and let us know what you are thinking as you explore the site.

[he searched for and found the Davis housing on the profile page right away]

[T asked him about the calculator fields]

Out of state, it’d probably change the percentage of the benefits paid to school. Part time, of course, you’d get less. If you get a scholarship, I guess VA would still pay the same. The school would have that setup whether they’re semester or quarters. This one, whether you want to do online or do the majority in person. An extension campus would be like UC Berkeley. When I signed up, I had the kicker because I went into an advanced field. Did you use the post-9/11…I’d have to click Learn More on that because I don’t know much about the post-9/11.

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

**Potential Probing Questions**

1. What are your first impressions of the process of determining your benefits? It was simple for me, but of course, I may be more accustomed to computer issues. I’ve been with the va program for more than 20 years.
2. What aspect of the page or the process might other Veterans find confusing or unclear? Why? You might want to have text-to-speech if they’re blind.
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?
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?

There’s multiple ways. I myself would click search results, go down to Irvine. [he located housing on school card].

**Potential Probing Questions**

1. [If the participant navigates to UC Irvinte 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 classess at UC Davis will be held across town at the UC Davis Technlogy Center. Using the site, how would you determine what amount of housing you'd receive?

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

[T hinted that he might look in the calculator fields. He located dropdown from there, and looked up tech center benefits.]

**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?

Let’s see…I’m not seeing it on this list. [He looked up and down the page]

[he clicked on 107 learn more]

[T pointed him back to the dropdown] Oh, Other. I guess one of the zip codes is for Riverside. I’d just google it.

**Potential Probing Questions**

1. What thoughts do you have on the process of determing your housing allowance for a location that is not in the list? It’s simple. Just that first time the “other” didn’t pop up.

[T asked him to scroll down to School Locations] It’d give you an estimate of the housing for all the campuses listed in a form format. [T thoughts on indented] That’s good because it breaks down each extension of that campus. [T thoughts on the blue ones] It would bring up the institution, the other page up here.

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

[T thoughts on process] It’s pretty self-explanatory. The new ones, they might know computers better [11:16]

[T thoughts on 107 tooltip] The branch campus would be UC Davis, and the extension campus would be the technology center.

[T would it be easy or hard to find the school locations section] I think it’d be easy.

**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!