**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? [?] [Montgomery?]
2. Have you used the GI Bill Comparison Tool before? If yes, what was your experience? Negative.
3. What factors are most important to you as you compare schools or institutions? I guess it depends on which state…and then location.

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.

I wish I could click these [ status, etc fields] I like the learn more things right here. I don’t know what the options are, but I want to click them so bad. My instinct is to start at the top and work my way down. That will limit or enhance my options below.

[he searched for UC-Davis right away]

[On SRP, he clicked on UC to explore] [He found the housing right away.]

Is this linked with the school? It would be a huge drama if this is out of date. [he tried closing accordion for benefits]

Again, I’d start at the top and work my way down [referring to calculator fields]. Does this adjust based on my inputs? It looks like I’m supposed to type in there, to be honest. I’m guessing it pivots around the other information that’s supposed to be here. [he seemed confused about the tuition calculator field and the estimated benefits per term showing the same tuition amount].

[He found and explored extension dropdown easily] Oh, that’s perfect. [5:21]

Kicker bonus, I’d click learn more because I don’t know what that is.

[p9/11 q] I’d click learn more again. It would be very nice if this thing followed [gray benefits panel] I’d like it if you could get it to scroll down with me. Yeah, I think I got all of them in the box there.

[He scrolled down and stopped at cautionary information] Cautionary information. That’s cool.

[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?
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?
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?

I’d go back up to this little dropdown. [he explored it and selected Other] I don’t know the zip code for Irvine. Is it 91752?

[T thoughts on why Irvine isn’t there?] I would prefer if they could just type the zip code and it pops up with all the schools that have that zip code. Although it’s kind of random to have the zip code. Usually they say they want to go to this state or this city.

[T guided him back to the SRP] [He located it there]

**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 ]*

[he navigated to davis profile] I guess it’s right there. As long as I have this stuff typed up correctly, it should pop up.

[T rephrased the question to aid him] Are you saying if the campus spreads across multiple zip codes?

It was one of these [ he tried remembering where the dropdown was, then selected the tec center]

T: what would make that easier? I guess if there was just 3 buttons…if this pop up window was there directly instead of having to figure out. “This location” is kind of that doesn’t spark the idea that…It’s kind of relative. Just say university of California instead f this location. I don’t know if that specifies a region in California like the city of los angeles. [he seemed to dig for a reason, didn’t seem 100% how to improve it]

I

**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?

[he went back to srp, looked there for riverside, then back to davis dropdown, went back to srp] I don’t know where Riverside is.

[T explains it’s a brand new campus with no data yet] Ok, so I’d put in a zip code. [he clicked on Other and followed through].

T: how to make it easier? [5:33]

**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?

[T asked about school locations] That’s kind of cool. Oh, it does not have the riverside there. It ranks them, obviously I’d want to get the top one, 4329 a month. Actually, no. I think it’s sorted by the price, but I see it’s different. [T says it’s a coincidence]

T: why do you think they’re nested? Oh, ok, so these are the dropdowns.

C: why do you think UC-Davis is black? [he thought the links would take him to the school websites.]

A: 107 learn more? This is perfect, and then you have the links right there. This is awesome…yeah, this definitely would have helped out [5:40] The only reason I hadn’t clicked was because I felt it was nonfunctional, but if it was a real website, I would have clicked, and I would have been able to find what that new campus is.

*[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!