**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? Yeah, I’ve been using vocrehab, ch31, since 2018 [?]
2. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?
3. What factors are most important to you as you compare schools or institutions? When I was living in VA, I was living in a location that I was familiar with. When I was moving I was looking for a school that…has a counselor on campus. I really like CH31. It works really well for me.

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.

If I’m a veteran, I’d put veteran. I assume that military status has active duty, veteran, reserve, all those different options. I would check that. The 2nd one, depending on what chapter I’m using, I’d put in CH31. So then I would go to school and I would put in the school name and search school. [she searched for UC]

[SRP] I really like how it says how many students are using it. I’ve found a couple of times that the number isn’t always correct. I really like how it tells you how much money you’ll be getting for BAH. I would assume this is a clicking thing [provider name] but I’d also click view details.

[profile] I really like this part that says whatever’s available on campus and what’s not available [veteran programs]. [She took a quick scroll down the page, didn’t say anything about school locations].

[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?

[Went to SRP, then clicked on Irvine] Wow, I’m going to this location! [she found the housing right away]

**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?

[She navigated to Davis from SRP] Online or they have the technology center at this school? [She scrolled down the page looking around for this. She didn’t see anything due to tech difficulties. Once logged back in, she asked for clarification on scenario. ] I know what I’m looking for, but if it’s not at this location, I would assume it’s somewhere else. [She found the school locations section.] [1:16] I like how this is here, though. I’m assuming that this part, this school location, is at each one of these links. It allows me to get a sense of where things are, it allows me to get a sense of proximity to this school, and it gives me the housing [?]…I don’t know if that’s how that works.

T: clicking on Berkeley? I’m assuming that would take me to the school for Berkeley, that page. [Clicked on it] This is what I thought.

[T navigated back to Davis]

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

**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?

I assume I can go to search results. [T tells her it’s part of Davis to keep her on the profile page].

I’m going to go down back to this part [school locations] and press “view more.” Oh, I guess I can’t press view more. I’m going to go all the way down and see what’s down there. At this point, I don’t see anything on here. I can see the “view more”. I can scroll up slowly to see if I missed anything. I would scroll back up to the top, and click on ucdavis.edu. I would also go back home and put in the zip code there [is this accurate?? 1:20].

[T pointed her to the calculator fields] So, I don’t know. Am I still looking for the riverside thing? [T: yes or a place to enter a zip code]. Oh, I guess I can press this [clicked extension dropdown]. I’m kind of stuck. I’m going to press “Other”. Oh, ah! There she is!

[T: thoughts on process?] I didn’t like it. I did not like it. I would think extension campuses would be at the bottom of the site, especially for older veterans. It would be really tricky.

[T this would happen for new schools] If it’s new, I would think how does it have it in the zip code and not in the bottom?

[T if you chose riverside, would you think that things were changed in the gray panel?] No. [T what about the tech center?] I thought it would take me…I didn’t think it was going to change because when I look down, I don’t need it to change because it tells me that information. I don’t think it would change because I see it right here [school locations].

[T thoughts on indentation?] This isn’t underlined and blue because we’re on the Davis page. I think it’d be fine for it to be underlined and blue because it would just take me to the top and that would be fine, too.

C: 107 learn more? I like

C: earlier you mentioned you didn’t like the process for looking up a location with a zip code. What do you think would be a different way that we could do that?

Questions for us? [1:32] [She said the student outcomes could be done better. It could be great information if it could be more understandable.]

**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?

*[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!