**Estimate Your Benefits Usability Testing Discussion Guide – Mobile**

**P1 – Myesha Booker**

**Intro - 5 minutes**

Thanks for joining us today! My name is Amy and I also have some colleagues on the line observing and taking notes. Today we're going to take a look at the GI Bill Comparison Tool. Specifically, we're looking at how to calculate your GI Bill benefits for institutions and programs within the Comparison Tool.

Before we get started, a few things I want to mention:

* This entire session should take about 50 minutes. I don't want to keep you much longer than that, so I may occasionally prompt you with the next question or topic.
* During this session, we want to hear your honest opinions. We're not testing your ability. We just want to improve these tools to better meet Veteran's needs. I won't be offended by any opinions you express and welcome your feedback.
* If for any reason and at any time you want to stop the session, please let me know.

Are you comfortable if I record the screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. The recordings are deleted after we finish analysis, and none of your comments will be attributed to you directly.

* If yes: Great - thank you. Once I start recording, I'll ask again so we have your audible confirmation.
* If no: Ok. My team will just observe and take notes as we go.

Start recording.

* I have started recording. I'd like to confirm: Are you comfortable if I record my screen the audio as we talk today?

**Setting up Screen reader**

For our next step, I'd like you to share your screen with me.

In Zoom, can you select the Share button?

On this screen, let's go with the default selection.

\*Confirm that screensharing works.

**Checklist for Participants**

* Are you using a mobile phone during our session today? iOS or Android? iOS
* What browser are you using today?

**Warm-up Questions - 5 minutes**

Before we look at the website, let’s start with a few warm-up questions.

1. Are you currently using or have you ever used your GI Bill education benefits?
   1. Yes – a couple years ago

* (If applicable) When did you start school? Where are you going to school?
  + Liberty University

1. How did you (or would you) find out what benefits VA provides for your education and housing?
   1. They always talked about it – I knew about it since boot camp. Since I originally came into the military back in 2000, we filled out the form to pull money out. So it was just something they talked about.
2. Have you ever used the GI Bill Comparison Tool before?
   1. I’ve seen it before. Because I wanted to see the best benefit for my money.
   2. How do I get the bang for my buck? Will I be accepted at the school? Do they have the major I want? Are they veteran friendly? Do they have staff dedicated to veterans? In retrospect, I do consider schools that have staff dedicated to veterans because I would have someone on my team. When I went to Liberty, they had a whole department. If I didn’t know something, I would be catered to as a veteran.

* If yes, fantastic!
  + When do you think the last time you used it was?
  + What were you looking for?
  + Do you recall how you first learned about it?
  + If no, no worries. We're checking that out today and always appreciate getting a fresh perspective on it.

Okay. Now I'd like you to open a new browser window or tab.

I have a website I want you to visit - I can send you the link via chat in Zoom or I can spell out the Url - which would you prefer?

* If link via chat - open Zoom, click the 3 dots on the bottom right of your screen. Click Chat to access.
* If spelled out, [**https://bit.ly/2xARJgI**](https://bit.ly/2xARJgI)

For our session today, I'm going to give you a couple tasks to do online. While you're going through them, it would be really helpful if you'd think aloud - kind of like you're talking to yourself. We are interested in your first reactions, what you're thinking & wondering as you go through the process. The more you say about what you are thinking and wondering, the more we’ll learn.

When you think aloud, it helps us understand what works well and where we might want to make improvements to make things even easier. If you have questions, it’s likely that many other Veterans will, as well, so feel free to ask them along the way.

And, one last thing... we can't see exactly what you are tapping on the screen, so **before** you actually click on anything, stop and let me know what you're looking at and want to click on. Then we'll know and I'll give you the OK. Make sense?

**First Task: Calculate Benefits at School / IHL - 15 minutes**

You are considering attending **UNIVERSITY OF CALIFORNIA-BERKELEY** for data science and want to know what costs (including tuition, fees, etc.) are covered under the Post 9/11 GI Bill. How would you use the Comparison Tool to find out what benefits you would receive if attending University of California-Berkeley?

Clicked first dropdown, closed it. I would be looking at schools and I would look for. If for some reason, I didn’t have a family. I think I’ll be taking classes online. Clicked cumulative – 36 months. Definitely online only. Search – Cali…viewing populated options. Finished spelling out califo…when I look at the options…let me just type it out because it’s not autopopulating. Typed California and hit enter…saw search results, went back to landing page. Typed univ of California Burke …it doesn’t give me the option to select California Berkeley.

* + - Had to prompt to search properly

University of California, selected option…there it is. So I see the first search, so that’s what I’m looking at right now. So now I’m going to filter it…because now I want to look within California, this institution. Student Vet Group. Opened Country, reading through Program options. So now I’m looking. It’s just a lot of information. So now I’m looking at institution details..[no, in filters] What’s your military status. Back to SRP. So, it’s just telling me that basically there are 518 GI Bill students…100% in-state. Now I want to view details…opened page. So this is probably details about school. Clicked learn more on GI Bill students. So now I want to find out more about the 518 GI Bill students, what does that mean? So I looked at it and it says that it told me. 518 doesn’t mean it’s just the veteran, it could be spouse or kids. Okay so…am I doing this right. Clicked learn more on Cumulative 9/11. I’m kind of re-living this process. So you’re coming out of the military and starting a new life. Will this allow me to get more info on things. The Learn more just give more information and more info is power. I like color, so I like that this isnt’ just black and white. When you come into an environment it is appealing to the eye. As you see things that appeal to the eye…when I look and I can see how the wording is larger, it doesn’t seem as intimidating anymore. When I can see things that draw on my senses, it makes me feel good or comfortable.

[No bottom sheet]

Estimated benefits invokes a sense of comfort because I see that the VA will be paying. And it shows me the amounts so

*Potential prompt:* Let’s say you received $3000 from your local Rotary Club to help fund your education. How would you go about factoring in that money?

Scrolling through benefits…scrolling down to the bottom. Ummm…I would think I would be able to…if I was able to manipulate it. I would think I would be able to calculate my benefits, but I don’t see anywhere where I can add anything. It doesn’t jump out to me. Nothing…Opened scholarships and funding…clicked scholarships. So if I do scholarships and funding. So I would be able to add my scholarships and such. So I could put $3000 and calculate my benefits. I think so. I think so. Entered $3000 and clicked Enter (did click Calculate?)…it updated. Yeah, that’s kinda cool. Yeah. That and I saw that I could do a kicker.

\*\*bottom sheet appeared 2nd time she went through it, but passed it so fast she didn’t’ seem to notice

I would say a 4…it’s a good product. It’s just if you would give the time

Things to watch for:

* How does the user select the school (School name or View Details)?
* Where does the user initially look for their benefit information?
* How often and after what actions are users viewing “Estimate your benefits” panel to track changes there?

Accordions

* Does the user engage with the accordions without prompting?
* Which accordions does the user open?
* When making changes to inputs located in several accordions, do users go back and check previous accordions to see if changes are holding?

Calculate button

* Do users click calculate for every accordion or just once after all changes are made?
* When users click Calculate, do they notice which values have changed?
* When do users expect re-calculations to occur (as they are making them or after clicking Calculate)?
* Mobile: Do users expand and collapse the bottom sheet? If so, how?

**Upon completion of task:**

* How did you think that went?
* On a scale of 1 to 5 where 1 is very hard and 5 is very easy, how would you rate this task?
* Were you able to find what you were looking for? Did it seem like anything was missing?
* Do you have any questions about the benefits you would receive at this school?

**Accordions:** Let's take a look at the Estimate Your Benefits part of the page.

* What did you think of the accordions (Your benefits, Learning format and schedule, Scholarships and other funding)?
* What did you think of how the questions were grouped together?
* When you were clicking through the accordions, what did you think about how they opened and closed?

**Mobile:**

* Mobile: What did you think of the sticky pop-up/bottom sheet displayed within the EYB section?
* Mobile: What did you think of the values shown in the sticky pop-up/bottom sheet (collapsed and expanded)?
* Mobile: When do you think those numbers should update? (as you make selections or after clicking Calculate)
* Mobile: When do you think that pop-up/sheet should appear? When should it disappear?
* Mobile: What do users think of the size of the expanded sheet (e.g. too big, too small)?

**Second Task: OJT or VET TEC - 10 minutes**

OJT - A friend of yours told you that **RAGING WIRE DATA CENTER in Sacramento, CA** provides on-the-job training for veterans in data science. Can you find that data center and let me know what benefits you would receive if you trained with this employer?

VET TEC - A friend of yours told you that **GALVANIZE INC** is a VET TEC training provider with a program in San Francisco, CA for data science. Can you find that provider and let me know what benefits you would receive if you took this program?

Things to watch for:

* How does the user navigate to this program/employer?
* What, if any, fields do they change within the EYB section?
* How often and after what actions are users viewing “Estimate your benefits” panel to track changes there?

Upon completion of task:

* How did you think that went?
* What did you think of this information versus University of California/Ivy League school?
* Were you able to find what you were looking for? Was anything missing?
* Do you have any questions about the benefits you would receive at this school?
* On a scale of 1 to 5 where 1 is very hard and 5 is very easy, how would you rate this task?

Mobile:

* Mobile: What did you think of the sticky pop-up/bottom sheet displayed within the EYB section?
* Mobile: What did you think of the values shown in the sticky pop-up/bottom sheet (collapsed and expanded)?
* Mobile: When do you think those numbers should update? (as you make selections or after clicking Calculate)
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**Third Task: Benefits Change - 5 minutes (Optional)**

You recently found out that you are eligible for the **Vocational Rehabilitation & Employment** GI Bill. You are curious how your benefits with this bill would compare to the Post 9/11 GI Bill. How would you go about changing your GI Bill selection within the Comparison Tool?

Things to watch for:

* Where do users try to change their benefit?
* Do users realize they can change “Your benefits” values on Search Results page?

Upon completion of task:

* On a scale of 1 to 5 where 1 is very hard and 5 is very easy, how would you rate this task?

**Post-Task Interview - 5 minutes**

* Do you have general thoughts or feedback on the Comparison Tool that you’d like to share?
* Any questions for me?
* I want to give a chanced to the other people on the line to ask a question.

**Thank-You and Closing - 3 minutes**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, thanks so much and enjoy the rest of your day!