Participant: *Shawn*

Date: 02/09/2021 @ 10:15 am

**Discussion Guide for CT Redesign for Search, Compare and Initial Profile Page**

*When the participant is ready, begin the session with the following intro*

**Mobile Sharing setup**

For iPhone:

* Tap ‘Share content’ (Green button at bottom middle of the screen) If you can’t see the zoom menu, tap anywhere on your screen once ant it should appear.
* Tap on Screen
* Tap Zoom
* Tap start broadcast. After a count of 3, the entire device screen will be shared into the meeting
* Tap the red bar at the top of your screen when you are ready to end the share
* Send prototype link to them via chat

IF THEY CAN'T FIGURE IT OUT They can tap "share content" then tap "web URL" and just enter in VA.gov For troubleshooting screen sharing in iOS, reference the Zoom documentation here <https://support.zoom.us/hc/en-us/articles/115005890803-iOS-Screen-Sharing>

**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 talk about searching and comparing schools on the GI Bill Comparison Tool.

Before we start, a few things I want to mention:

* **This entire session should take about 45 minutes.** I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* **In this session, we want to hear your honest opinions.** We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
* **You'll be interacting with a prototype and a demo tool.** This is a demo tool that may not function exactly the way you expect. Some areas of the prototype will be clickable, and some will not. Since it's a demo, none of your actions will affect your actual VA information or benefits.
* **If for any reason and at any time you want to stop the session, please let me know.**
* **Are you comfortable if I record my screen and audio as we talk today?** We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  + If yes: **Once I start recording, I am going to confirm that you are ok with me recording this session once more.**

*Start recording.*

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

**Warm-up Questions - 5 minutes**

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

* Are you currently using or have you ever used your education benefits?  
  *Yes I have used them*
  + If yes, which benefit are you using?  
    *I use the GI Bill back in 2001, the old GI Bill… The Montgomery GI Bill*
    - When did you start school? Where did you go?  
      *2001-2004 at Pope Community College*
  + If no, do you plan on using your benefits in the near future?  
    *Yes, to go back to school.*
    - Which benefit?  
      *Off hand I don’t know.*
    - Where are you in the school selection process?  
      *Looking now to see which school I want to do online.*
* When you were first looking for schools, how did you go about finding potential options? What was important to you?  
  *I’m just looking to see which ones offer the best programs and stuff with what I want to do, what I am interested in. I am interested in studying drafting and graphic.. drafting.*
* Have you ever used the GI Bill Comparison Tool before?  
  *No mamn*
  + If yes, what did you use it for?

**Initial Take - 5 minutes**

This is the GI Bill Comparison Tool, which allows you to see the benefits you can receive at various schools. Can you tell me what your initial thoughts are when you see this page? What do you think you can do here?  
  
*It says I can look for schools, I can refine my benefit estimates with the schools, it has my school degrees and majors, it has options to adjust how many miles the school is from where you live… I see you can search employers too.* (Gets cut off here) *Um I think you can look up employers there im guessing to pay for school? That’s what I think I don’t know…*

What is the search VET TEC  
*Ive heart about VETTEC but I don’t know much about it. I’m guessing that’s for whoever deals with VETTEC… that’s all I know about it.*

**First Task: Radius from Location - 10 minutes**

* Let's say you aren't sure what you want to major in, but you're moving to **Daytona, Florida** and want to find a school within 10 miles of your location because you don't want a long commute. How would you use the Comparison Tool to find schools that are within that driving distance?  
    
  *I guess Id put my zipcode…   
  tries typing.* Eventually clicks near and selects Daytona beach.   
  *to change the radius I’d select 10 miles and then hit search*. (doesn’t realize he needs to close the drop down before hitting search)  
    
  Hits Search: *Okay then it brings up the schools* Starts reading them off.

**Things to watch for:**

* Where does the user look to enter the search criteria?
* Do they click the search fields?
* What dropdowns (if any) do they open?
* What location format do users say they would input?

**Upon task completion:**

* How did you think that went?  
  *That went pretty good, It tells you what schools are within ten miles of Daytona, pretty close by.*
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of finding schools by distance from location?  
  *2, it was pretty easy.*
* Looking at the benefits for these schools, let's say someone had only served in the military for 2 years. Do you think these numbers accurately represent the benefits they would receive?  
  *umm I don’t know I don’t understand that part.* (doesn’t scroll down the page initially so he didn’t see the benefits portion… eventually scrolls down but side bar is stuck)  
  - If not, how would they go about determining what benefits they would receive?  
  *yeah the refine estimates, that’s where I would put in 2 years to see what I could get…. Yeah I think… I see you can put in # of months,(user tries to update in the cumulative post 9/11 active duty service)*
* How do you think the school search results were sorted?  
  Looks pretty organized and self explanatory to me… the most important part to me is the benefit estimate to know how much they cover for the school…
* How do the housing and tuition benefits compare in importance to you?  
  *well so im not paying out of pocket that is a great benefit for all service members. Some people just can’t afford it. Out of pocket expenses are important to him.*
* Was there any other information you were expecting to see?  
  *none that I am aware of.*   
    
    
  **Things to watch for:**
* How does the user try to get back to the home page?

**Second Task: Degree / Program Search - 10 minutes**

* Let's say you've recently heard of someone who received a Bachelor's in **Citizenship Activities**. You don't know of any schools that offer this program, but are curious about what the program would be about. How would you use the Comparison Tool to see if any schools covered by the GI Bill offer this as a program of study?  
    
  *Um let me see here… lets see, school preferences, I think? Id look for … I think id look for that in school preferences and search for that program.*would you click on degrees and majors for me?  
  *ah okay search let me go here… um ill put bachelors and I guess right here ill put the uh citizenship activities… and then id hit that and then hit apply. Okay and it loaded schools that have the program. Uh I see 3 schools that offer that?*

*Prompt* You see that **Indiana University-Bloomington** is highly rated by Veterans. If you wanted to ask a few questions about the school, how would you use the Comparison Tool to find out who to talk to?

*Prompt* Where would you go to see how much tuition would be covered at **Indiana University-Bloomington**?  
  
*uh compare sign…uh go back to estimates… I don’t know mamn  
  
Ah I see okay, I’ll hit the compare sign so ah. Maybe I’d hit compare and then hit view details…* Um I think the view details would explain what they cover and what they didn’t cover but I don’t know what else would be on there… um it would be helpful to kniw what its about, what I would have to put out of pocket if I had to or anything…   
  
*.. I would click on the name of the school to get to that page.*

**Things to watch for:**

Part 1

* Where does the user look to enter the field of study?
* Do they click the search fields?
* What dropdowns (if any) do they open?
* Do they open the "Level of degree" dropdown?

Part 2

* Does the user click any of the jumplinks or just scroll?

**Upon task completion:**

* How did you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of finding schools by program of study?
* What do you think of the school cards?
* How do you think the school search results were sorted? (Why were some schools higher or lower on the list?)
* Was there any other information you were expecting to see?

**Third Task: Compare Schools - 15 minutes**

Looking at these search results, let's say you're interested in **University of Massachusetts-Amherst** and **Indiana University-Bloomington**. How would you go about comparing these two schools to see which school would be a better fit for you?  
  
*Um… I guess hit the compare button on both of them and see if what pulls up fits my interest…. Okay I hit that one, um… now where is the other one… (tries to click the card without closing the drawer) Um I could click on the other compare button but I cant see it anymore… scrolls down to select compare button… Okay then I would hit view details… (doesn’t see the compare schools button) uh now its coming up blue again*

IF you click the Indiana university view details what do you expect to see? *I expect to see what that school offers and what it would cover.*

*Prompt* After looking at these two schools, **University of Massachusetts-Amherst** doesn't look like a good option for you. How would you remove that school from the comparison and add another in its place?

**Things to watch for:**

* Is the user able to successfully add schools to the gutter to compare?
* Is the user able to navigate successfully to the Compare page?
* How does the user try and navigate back to the search results?

**Upon task completion:**

* How did you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of comparing schools?
* How many schools would you want to be able to compare at one time?
* What information is important for you to see when comparing schools?
* Was there any other information you were expecting to see on the Compare page?
* Was there any information you didn't think was necessary?
* What did you think of the general layout of the page?

**Post-Task Interview - X minutes**

* Any questions for me?
* Jen asks: you are searching for schools by degree and major, how are you conducting this search  
  *Yeah im looking on google.*

**Thank-You and Closing - X 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, well thank you so much again, and enjoy the rest of your day!

**Sample Conversation Guides *(note: these links point to resources in the va.gov-team GitHub repo)***

* [Scheduling Accessibility and Usability Study: Complex Recruit, Highly Variable based on User Profile](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/health-care/appointments/research/2017-studies/access-usability/access-usability-conversation-guide.md)
* [Veteran ID Card Discovery Interview](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/veteran-id-cards/research/discovery/discovery-conversation-guide.md)