Participant: *Aiku*

Date: Wed. Feb.10th 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 2 separate ones and I am in the process the use another one.*
  + If yes, which benefit are you using?  
    *started with the MGIMB and then after about a year I switched to post 9/11 and now I am working with VRC for voc rehab and I plan to use chapter 31 in the fall if not the summer.*
    - When did you start school? Where did you go?  
      *Once I talk to the my vrc on the 18th ill apply to temple university.*
  + If no, do you plan on using your benefits in the near future?
    - Which benefit?
    - Where are you in the school selection process?
* When you were first looking for schools, how did you go about finding potential options? What was important to you?  
  *I did it by major first, then distance from me, and then looking at estimates to see what would be covered.*
* Have you ever used the GI Bill Comparison Tool before?
  + 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?  
  
*what I am seeing is a search tool that looks like I could look for the school by the name and it looks like that’s optional because I can also look based on my location and choose the radius… looks like I can also access an employer search and VETTEC. I think that’s the one where you can learn more technical knowledge and….*

*Benefit estimates… im not too sure what that would be, I’m guessing maybe how much GI Bill you have?*

*And um school preferences, im guessing if that’s private or public…*

*Degrees and majors, that’s probably the area you are interested in like business or information technology…   
  
I see that these are refining the search okay yeah…*

**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?  
    
  *So id put the location and then I would adjust the miles and im not sure what I want to major in um… I would see what this one is about ‘your benefit estimates’ um if I knew wanted to got to public or private id also like to edit that… but then id click search…* reads disclaimer and sees results. *Okay so with this I would first look at… hmm… I guess for me, with college and everthting I care more about the tuition first and then Id go off of that… I see… so I think my first pick I would check this out um… I see there is a comparison tool but I wouldn’t compare yet, I would first narrow it down to three and then compare those three.*
* What is your knowledge of accredidation  
  *I think regionally they have a stronger reputation in that area vs nationally. I don’t care about the difference between national and regonal but I do care that its accredited.*

**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?  
  *um that was fine… I was a little confused because I don’t live in florida but I would have wondered, is Daytona beach Daytona florida? I think I would have liked to see um the milage with the location (on the search card) … Id like to see that as well.*
* 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?  
  *inputting everything was easy that’s a 1. but knowing the distance was maybe a 2 or 3 sicne I don’t live in that area I don’t know how far these schools are.*
* 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?  
  - If not, how would they go about determining what benefits they would receive?
* How do you think the school search results were sorted?  
  *um its not alphabetical… it seems like the students have the same ratings and um I have no idea but I would think that Daytona beach schools would be closer to Daytona beach if its even sorted by that… I would expect that they would be sorted with the distance – so the first one closest and last being the farthest but still with in the 10 miles of Daytona beach.*
* Was there any other information you were expecting to see?  
  *I would go into your benefit estimates and click the post 9/11 so I would click that to change to 24months.*

**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?  
    
  *okay so I would choose my location but I see I don’t even need to do location before selecting the major… I wouldn’t have thought that I could search with just the refine, I thought I would need at least the name of a school or location.*

*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?  
  
*id select view details, and I see contact details so it takes me here and I would maybe contct here but her title seems kinda high up so I might go to the website first and contant an admissions website*

*Thoughts on what happened when you clicked contact details.  
for me I would prefer if you click it and a bubble pops up with the contact, especially because theres no arrow to go back to the top… I guess I could a home button or have maybe something up here already BUT its cool that its right up here at the top.   
  
I would rate this a 1.*

*Prompt* Where would you go to see how much tuition would be covered at **Indiana University-Bloomington**?

**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?  
  
*I would select the compare boxes here, then click compare schools and then I have this side by side view so I would look at the information up here and I would look at the benefits to see what the GI Bill would cover, especially the out of pocket which I see is 0 um… then housing I would especially look at in consideration with where I live / cost of living. Okay im guessing the extensions are other campuses I could attend, so I might google but from what I gather this Is the main campus and this is another one…  
  
Oh I like that it has all the veteran programs because on the school websites its sometimes vague. And even like the color-coding   
  
I appreciate the cautionary information because you don’t want to get screwed or anything… I would be concerned about the complaints, even though one might not be enough to deter me I want to get to a school that’s veteran friendliness… OH AND I see that right here (in ratings) It seems like this just follows the flow of my mind. Okay and then at that point I might see on the website what majors are offered. Maybe just listing the top majors would be nice.*

*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?

*Tried to click the tab cant so she goes back to search and remove UMASS and add Emory and hit compare and go through the process again.*

**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?
* What information are you looking for  
  *for me it’s the major, if they don’t have my major im not even worried about comparing it.*

**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)