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

**P1 - Shawn**

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

**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’ve used my education benefits
  + If yes, which benefit are you using? I used the GI Bill back in 2001. The old GI Bill. Montgomery GI Bill.
    - When did you start school? Where did you go? 2001-2004. AhPolk Community College.
  + If no, do you plan on using your benefits in the near future? Yeah, I’m planning to – to go back to school.
    - Which benefit? I don’t know which one off hand.
    - Where are you in the school selection process? I’m looking right now…I want to do it online.
* When you were first looking for schools, how did you go about finding potential options? What was important to you? I’m looking at which ones offer the best programs. Which ones do what I want to do. Drafting? Graphics?
* Have you ever used the GI Bill Comparison Tool before? No ma’m.
  + 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?

I mean its got, I can look for schools. I can do benefit estimates with schools. It’s got school preference, degree/majors. It has a lot there that you can pick once you get going into it. Employers…

Employers – look up employers I think…I don’t know if I’m right or not. Employers that like pay for your school. That’s what I think, I don’t know.

Search VET TEC?

I’ve heard some stuff about VET TEC, but I don’t know much about it. I guess whoever deals with the VET TEC? That’s all I know about it. I really don’t know much.

**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?
* Ok..ummm…let’s see. So 10 miles of location. I guess I’d put my zip code. Had to restore control. Clicked Near. Clicked Daytona Beach. Tried to click Search (but hasn’t clicked 10 miles yet).
* A: Trying to search right there around Daytona Beach? Prompt 10 miles.
* Oh…click the mouse and hit 10 miles. And hit search. And then go to Search.
* Okay and that brings up the schools. Daytona College, International academy and embry-riddle
* That went pretty good – even told you what schools you can go to.
* User: 2
* Jen: 1.5 (wanted to search w/o putting in distance)

**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?
* 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?
* 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? You got to have 3 years to get the GI Bill. (Hasn’t scrolled down to see the benefit numbers). Two years – I don’t understand that part. 13,000 GI Bill students.
* Are you able to scroll down? It’s not working. There we go – I got it.
* I mean I don’t know what you get for 2 years – I wouldn’t know if its accurate or not.
* Did you see any way to make modifications to that at the top of the page?
  + That one tab….how much your estimate military tab. Second one from the bottom. I can’t grab it [scroll bar]…something’s wrong with the computer. Yeah, the refine estimates. Open that up and see what you would get. Yeah, you can put in the 36 months…2 years.   
    - If not, how would they go about determining what benefits they would receive?
* How do you think the school search results were sorted? It looks pretty organized to me.
* Most important information – benefit estimate, how much I’m getting so I know how much they will cover for the school.. So I’m not out of pocket paying for school. That’s a great benefit for all service members. Some people can’t afford it without working. Out of pocket expenses is really important. No other information would be important on this page.
* Was there any other information you were expecting to see?

**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?
* I would put it….school preference…um…school preference? I think.
* What would you be looking for there? I would be looking for. Maybe it’d be the school…but you wouldn’t know the name of the school.
* Prompted Degree/major
* Clicked Bachelor’s, clicked Citizen Activities, then hit Apply. Indiana…University of Massachusetts and Emory…it brings up 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**?

Compare I guess? The Compare sign? Or go back to Estimates? No that wouldn’t be it. I don’t know ma’m. I’m still having trouble…(with scrolling). Okay..so tuition. I’d hit the View details…(Trying to click Compare on Emory). Clicked Compare for Indiana and tried to click View Details). Not linked – need to fix. Would tell me what its about and what it would cover. What I would have to put out of pocket.

Amy took back to other page and prompted for details….Put in the school’s name for looking for and then I’d pull up the information for the school..

How would you do that here? Click Compare? Click on the Indiana University title there? Tried to click it. I don’t think that’s working. No, it’s not working.

Any other ways to get there? Put in the Looking for school to find out. \*\*Can’t get to the page\*\*

Jen: 0

**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 guess hit the Compare button on both of them and see what it shows. Clicked Indiana checkbox (but it covers up the other one…and click on the other Compare button if I could see it. Amy scrolled down and got the other one selected. Then would click View details…(blue screen).

What do you think would happen if you clicked view details? I would see what the schools offers other than the other school. What one would fit me better.

Jen: 0

*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?