**Participant 1  
Cheryl**

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| **Top Observations** |  |
| **Warm-up Questions - 5 minutes**  Before we look at the website, let’s start with a few warm-up questions.   * What is your military status (e.g. Veteran, child, spouse)?   + If Veteran, which branch of service? * Are you currently using or have you ever used your education benefits?   + If yes, which benefit are you using? When did you start school?   + If no, do you plan on using your benefits in the near future? - Which benefit? Where are you in the school selection process? * Have you ever used the GI Bill Comparison Tool before?   + If yes, what did you use it for? | **Retired Army**  **Using Post-9/11**  **Started in 2014. Has 1 semester left for Fine Arts degree - print making & sculpture.**  **Hasn’t used GIBCT previously** |
| **First Task: Notre Dame - 15 minutes** You've been interested in going back to school to study **Statistics**. A friend of yours recommended **University of Notre Dame** in **Notre Dame, Indiana** to you. How would you use the Comparison Tool to determine if **University of Notre Dame** would be a good fit for you? | |
| **Things to watch for:**   * What type(s) of search does the user conduct? * Does the user notice the jumplinks? * Does the user click the jumplinks? * Does the user notice the Compare functionality? * Does the user notice the religious affiliation in the heading? | Jumps right in and searches for school (Arizona State University). “Wow! This is really cool.”  Comments that school is not yet rated.  **“Seems extremely straight-forward… like Google search.”**  **TASK: Name search first. Would look for Notre Dame first then says she’d look up other schools that are comparable.**  **Probably would use Google search, too.**  **Says search results tells her about “GI Bill friendliness”**  **Wonders if she can find out if it’s a yellow ribbon school. Says she’d expect to see it on “the first thing” (search result)**  **Clicks through to profile page. (Looking at school in Australia).**  **Expects to see Yellow Ribbon school designation in “Your estimated benefits” panel.**  **Finds YR designation. Suggests “Put it in yellow”**  **Sees it, says**  **Looking at Notre Dame in Australia but doesn’t seem to realize it’s not The Notre Dame. Later asks whether it has ‘foreign schools’**  **“Has all of the stuff you need for GI Bill”**  **Tries location search for London and doesn’t get results… thinks no international schools available.**  **Wonders about Kicker bonus and clicks “learn more” reads it and then realizes what it is. Says, “Oh that was after my time.”**  **“This is one of the better websites I’ve seen off the VA thing.”**  **Wants info on Veterans Assistance Office at the school. Says, “Those people are invaluable.”** |
| **Upon task completion:**   * How do 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 more information about University of Notre Dame? * What types of information would be important to you in looking for a school? | **Important to her (implied):**   * **Veteran assistance office (that ought to be the 1st place people should go to reach out to the college)** * **Yellow Ribbon Program participation**   **This [GIBCT] is GREAT. This is really well-designed. Has the information you need but it’s not overkill.**  **I really like that there’s cautionary information. That is really, really cool.**  **TASK RATING: 2**  **The only thing… foreign schools should be in here. Thinking of doing a grad program in England but not seeing it here.** |
| **Second Task: Covering Expenses - 10 minutes** You've noticed that the GI Bill won't fully cover the tuition at **University of Notre Dame**. You've heard that some schools offer the Yellow Ribbon program, which offers additional financial assistance to GI Bill beneficiaries. How would you use the Comparison Tool to see if **University of Notre Dame** offers the Yellow Ribbon program?  Follow-up: Do you think you would be eligible for the program? If so, how much of the remaining expenses do you think would be covered? | |
| **Things to watch for:**   * Where does the user look to find the Yellow Ribbon program? * Does the user see the Yellow Ribbon program listed under EYB? * Does the user find the Yellow Ribbon calculation in EYB? |  |
| **Upon task completion:**   * How do 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 discovering what financial assistance is offered by University of Notre Dame? * If you finished researching University of Notre Dame and thought the school was the right fit for you, what would be your next step? |  |
| **Third Task: Compare Religious Schools - 10 minutes**  You're interested in taking a few classes on religion and you're curious what schools in the **Notre Dame** area might have a religious affiliation. You know that **University of Notre Dame** is a Roman Catholic institution. How would you use the Comparison Tool to find schools in **Notre Dame, IN** that have a religious affiliation and see how they compare against **University of Notre Dame**? | |
| **Things to watch for:**   * Where on the tool does the user go to find religious schools? * Does the user see/say anything about the religious affiliation in the header? | **Search by location… [happens to know where ND is because she’s going there this weekend! (pilgrims on the Camino de Santiago)]**  **Opens filters… finds religious affiliation… sees 9 results.**  **Seems like an odd thing to put…**  **Figures out how to name search without using dropdown.**  **Thinks you’d need “keyword search” to search for religion or masters programs, etc.**  **Use my location (prompts to enable location sharing), says “That’s too hard” and goes back to location search.**  **Has trouble with scrolling results on location.**  **ASK: What type of computer do you typically use? Mac.**  **Is NOT seeing / using the comparison functionality. Drawer is challenging for her to find.**  **Takes a little while but finds the comparison functionality. That’s a little harder to do but I can get there. I’m sure someone who’s younger could do it easier.**  **“Type of school: School. That doesn’t tell me anything.” LOL**  **Doesn’t click “Highlight differences”**  **Not sure it gives me anything. I would have researched the schools [using other websites]**  **It’s nice comparison of what the GI Bill pays to the school. What matters: Do I have to pay anything out of pocket? Sees the difference in housing allowance.**  **Comparing School complaints is great.**  **Not sure someone comparing is going to know what Principles of Excellence is.**  **It’s a good summary.** |
| **Upon task completion:**   * How do 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 with religious affiliations? | **It’s ok. 2.5 maybe 3.** |
| **Any other comments or questions** | |
|  | **VA Websites overall has made light-year strides in the last 5 years.**  **[glad that there are people out there who know what they’re doing]** |