**Participant 2**

**Name: Aiku**

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| **Top Observations** | **Type ahead is confusing to her because all 3 [Notre Dame] options look the same.**  **Mentions accreditation is important to her.**  **Which benefit / VR&E selection – “Learn more would be helpful here to say why this question is relevant or maybe a link to see if you are eligible for Post-9/11”**  **Getting started with benefits… “I like this section. You don’t have to go to another VA.gov website to get all of this.”**  **Good to see cautionary information. “I’ve been seeing a lot of schools in the news for taking advantage of Veterans… good to see this campus doesn’t have problems with that”**  **Good to see other locations. Not sure if the University in Notre Dame branch in Chicago is related to the one in IN.**  **Mentions that CareerScope is new. [It’s not, just more visible now] “I found CareerScope to be a great tool. …”**  **Seems like there are a lot of new sections. Or they’re more detailed.**  **Very positive response, generally, to the reorganization of content. It seems to be more visible and helpful in the restructured context.**  **SCO info: Would be helpful to have link to Veteran office. Would be helpful to have some email addresses in contact info.**  **Doesn’t use jump links in Task 1**  **Even though it’s a lot of information, doesn’t feel cluttered.**  **Has some questions about school calendar. *Consider updating “Learn more” to include rationale for the school calendar default selection***  **Able to scroll location results with very little challenge**  **Likes single-gender header – feels that provides valuable information**  **Easily selects “Compare” checkboxes and mentions she’d click “Up arrow” to see what they can compare.**  **Expects she’d get a pop-up when you select more than 3 schools to compare.**  **COMMENT: Would be good if when you click a compare box, it’d pop up in your face so you can see it, that’d be helpful.**  **“I like this highlight differences button. I would definitely click that.”**  **Doesn’t realize Asterisk is for denoting what’s different. Asterisk should be by “highlight differences” so it’s clear that they’re associated.**  **Mentions it’s not clear what benefit is being used for the calculation. Would be helpful to have a display in the compare page (or even in the compare drawer)**  **Mentions comparison doesn’t say whether school is private or public and that would be nice to have info.**  **Does mouseover name of school on comparison view but cursor doesn’t change to pointer and doesn’t click there**  **Another section would be good to know if it offers any online classes (on the comparison). Thinks it’d make sense in the Academics section OR School location.**  **Sees “Principles of Excellence” Learn more & “8 Keys” on profile page and mentions that info would be helpful on the comparison page.**  **Maybe option to change benefit you’re using on compare page would be helpful.** |
| **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? | **Navy veteran.**  **Has used MGIB, Post-9/11, & VR&E**  **Started school 8/2012. Took a break in 2020. Restarted VR&E in June 2020. Studying Finance.**  **Has used GIBCT previously for comparing MGIB & Post-9/11 to find out which would benefit her more.** |
| **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? | **Knows name so would search by name. Also mentions “Search by name is highlighted”**  **Type ahead is confusing to her because all 3 answers look the same. Wonders what’s the difference.**  **Wonders how the results are sorted (don’t appear to be alpha, maybe number of students?)**  **Mentions data in summary section is important to her.**  **Knows accreditation is important to her.**  **# of GI Bill students is a sign of how Veteran-friendly the school is.**  **Which benefit / VR&E selection – “Learn more would be helpful here to say why this question is relevant or maybe a link to see if you are eligible for Post-9/11”**  **“Nice to see it has Yellow Ribbon Program”**  **Sees additional information, says “Interesting. I’ve always been interested in the tuition policy” (Seems more obvious than in previous testing/reviews)**  **Getting started with benefits… “I like this section. You don’t have to go to another VA.gov website to get all of this.”**  **Good to see cautionary information. “I’ve been seeing a lot of schools in the news for taking advantage of Veterans… good to see this campus doesn’t have problems with that”**  **Good to see other locations. Not sure if the University in Notre Dame branch in Chicago is related to the one in IN.**  **Mentions that CareerScope is new. [It’s not, just more visible now] “I found CareerScope to be a great tool. …”**  **Seems like there are a lot of new sections. Or they’re more detailed.**  **Very positive response, generally, to the reorganization of content. It seems to be more visible and helpful in the restructured context.**  **Historical info… not sure what she’d do with that info.**  **SCO info: Would be helpful to have link to Veteran office. Would be helpful to have some email addresses in contact info.**  **Institution codes are helpful – for FAFSA.**  **Doesn’t use jump links in Task1** |
| **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? | **Very easy: 1**  **Went very well. Has very few unanswered questions.**  **Not too much at once. Even though it’s a lot of information, doesn’t feel cluttered.**  **Most important (highlights)**   * **Program length (wants 4 year for a BS/B.A.)** * **Benefits info: tuition, housing, books** * **Cautionary info** * **Contact information**   **Has some questions about school calendar. *Consider updating “Learn more” to include rationale for the school calendar default selection*** |
| **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? | **Searches by location**  **Adjusts range to 5 miles b/c she wants “to be in that city”**  **Sees Religious affiliation heading**  **Able to scroll location results with very little challenge**  **Map location data is screwy and confusing to participant**  **Likes single-gender header – feels that provides valuable information**  **WONDER: Would it be helpful to have the search result pins numbered instead of lettered so when it says “10 search results” it’s easy to see when you’re at the end of the list. ??** |
| **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? | **Easily selects “Compare” checkboxes and mentions she’d click “Up arrow” to see what they can compare.**  **Wonders what happens when she selects a 4th school… expects she’d get a pop-up when you select more than 3.**  **COMMENT: Would be good if when you click a compare box, it’d pop up in your face so you can see it, that’d be helpful.**  **“I like this highlight differences button. I would definitely click that.”**  **Notices that compare page display is different than what was in the drawer!! That should be the same from drawer to compare page.**  **Likes the fixed / sticky name panel. “That’s great.”**  **Specialized mission on compare page should display all specialized missions.**  **Doesn’t realize Asterisk is for denoting what’s different. Asterisk should be by “highlight differences” so it’s clear that they’re associated.**  **Mentions it’s not clear what benefit is being used for the calculation. Would be helpful to have a display in the compare page (or even in the compare drawer)**  **DEFECT: Why is “Length of VET TEC program” displaying on IHL comparison?**  **Mentions “I’m not sure what Principles of Excellence” means. “Haven’t heard of 8 Keys to Veteran Success”**  **Comparison page “is definitely useful.”**  **Mentions comparison doesn’t say whether school is private or public and that would be nice to have info.**  **Returns to search result to get to profile page. (Does mouseover name of school on comparison view but cursor doesn’t change to pointer and doesn’t click there)**  **Likes that compare selections are held in the drawer.**  **Another section would be good to know if it offers any online classes (on the comparison). Thinks it’d make sense in the Academics section OR School location.**  **Sees “Principles of Excellence” Learn more & “8 Keys” on profile page and mentions that info would be helpful on the comparison page.** |
| **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? | **Very easy: 1**  **Everything was side-by-side.**  **Wasn’t too much. Just general info.**  **Maybe option to change benefit you’re using on compare page would be helpful.**  **Easy & thorough.** |
| **Any other comments or questions** | |
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