**Participant 3**

**Name Nathan**

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| **Top Observations** | **Mentions contact information is helpful.**  **Curious about getting more info on financial aid; what would be leftover after GI Bill. Maybe out of pocket costs. A link where you’d go to cover additional costs after GI portion.**  **“It’s kind of cool, actually. It breaks down all the fees the GI Bill will pay to the school.”**  **It’s a lot of information on the school, which is pretty cool.**  **Task 1 was fairly easy. Says “it doesn’t get much easier than this.**  **“I didn’t know what [the Yellow Ribbon] program was anyway so I wouldn’t have looked for it.”**  **Next steps after deciding the school was a good fit – would read about applying or contact the school itself. Scrolls down the page, “Oh yeah, there’s the contact information, look at that.”**  **“I’d probably go to the part that says “Apply for education benefits” and get the process going.”**  **Having trouble finding the scroll bar in location search results.**  **Clicks on pins to get results to move. Mentions “there’s a little scroll bar but you can’t really see it”**  **RE: Compare view, says “That’s convenient.”**  **Likes how cost & fees are broken down in comparison view.**  **Removes school from compare view b/c “it doesn’t have the Veteran programs that are important to me” . 😊**  **Not sure if I like the thing on the bottom. That was kind of hidden. That was pretty small. Thought there might be a pop-up window. I found it fairly easily…** |
| **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? |  |
| **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? | **…**  **“It’s kind of cool, actually. It breaks down all the fees the GI Bill will pay to the school.”**  **It’s a lot of information on the school, which is pretty cool.**  **Wants to know what I’m going to end up paying out of pocket. And total cost.**  **I have a $60,000 student loan and make minimum wage.**  **Some career planning would be helpful.**  **Surprised that there are no student complaints.**  **Mentions contact information is helpful.**  **Most important:**   * **Cost.**   **What else would be helpful:**  **Curious about getting more info on financial aid; what would be leftover after GI Bill. Maybe out of pocket costs. A link where you’d go to cover additional costs after GI portion.** |
| **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? | **Fairly easy: 1. Doesn’t get much easier than this.**  **Went well. It’s a lot of information.**  **“I never saw anything like this when I was starting the Cordon Bleu”** |
| **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? | **Easily finds Yellow Ribbon in Calculate Your Benefits section.**  **Reads learn more content & says Yellow Ribbon “is like the VA Home Loan but for schools.”**  **Able to complete calculation. Clicks “Update benefits” easily.**  **Suggests having all accordions open by default. (Which is a terrible idea, sorry)** |
| **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? | **Probably a 2.**  **Maybe easier to have the pop-ups already expanded might help so you can see the options that are there.**  **After I found the little pop-up thing, it’s pretty self-explanatory.**  **“I didn’t know what [the Yellow Ribbon] program was anyway so I wouldn’t have looked for it.”**  **Next steps after deciding the school was a good fit – would read about applying or contact the school itself. Scrolls down the page, “Oh yeah, there’s the contact information, look at that.”**  **“I’d probably go to the part that says “Apply for education benefits” and get the process going.”** |
| **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? | **Looking for “Roman Catholic” thing. Doesn’t remember where he saw it… not seeing it on top of profile / summary**  **Uses back button to get to search results.**  **Decides to search by location…**  **Opens “Filter your search” and selects “Religious affiliation”**  **Notes errant data.**  **Adds “state” filter; adds “country” filter; updates results.**  **Having trouble finding the scroll bar in location search results. For web browsing uses iphone or ipad.**  **Clicks on pins to get results to move. Mentions “there’s a little scroll bar but you can’t really see it”**  **Maybe if that [scroll bar] was there permanently so people could see it, that’d be good.**  **Adds schools to compare…**  **Says “it’s really weird, not really in the picture of the other boxes”**  **RE: Compare view, says “That’s convenient.”**  **Likes how cost & fees are broken down in comparison view.**  **Doesn’t click “Highlight differences”**  **Removes school from compare view b/c “it doesn’t have the Veteran programs that are important to me” . 😊** |
| **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? | **Pretty simple. Probably a 2.**  **Not sure if I like the thing on the bottom. That was kind of hidden. That was pretty small. Thought there might be a pop-up window. I found it fairly easily…** |
| **Any other comments or questions** | |
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