**Participant 4  
Henry**

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| **Top Observations** | **Interested in using comparison functionality right off the bat. P4**  **Disappointed that he’s having trouble figuring out how to compare schools. P4**  **FINALLY (!!!!!) gets 2 schools in the drawer. “This is what we’re looking for… and this I like.” P4 Location on profile is important to him**  **Housing allowance is important to him. Knows there’s a significant difference by zip in local area**  **Courses offered… would get to them via the link to the school listed on the profile page**  **Sees student complaints (only 2) – mentions that’s not a problem at this school**  **School locations on profile page are helpful. Mentions he didn’t know Miracosta had 2 locations. P4**  **Curious about *Single Point of Contact / Learn more – thought Learn more link would take him to the individual who is the single point of contact.*  P4**  **Wants SCO contact info (email or phone) P4**  **Didn’t see / didn’t use “Back to top” button in footer. P4** |
| **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 Marine.**  **Post-9/11; Wrapping up BA this fall.**  **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? | **Mentions he’d be interested in trying out his own school’s name. Says “print is really small, I have to put my glasses on to see it and I rarely have to use my glasses.”**  **Zoom in and now that’s better.**  **Interested in using comparison functionality right off the bat. P4**  **“Showing 1 search results for [searched term]” Can we get that to say “Showing 1 search result…”?**  **Selects 2 schools to compare (they’re in drawer) but he’s not seeing drawer & not able to get to the comparison. P4**  **Says “it’s not helpful if you have to do the comparison manually.” P4**  **Clicks through to school profile page.**  **Location on profile is important to him**  **Housing allowance is important to him. Knows there’s a significant difference by zip in local area**  **Courses offered… would get to them via the link to the school listed on the profile page**  **Sees student complaints (only 2) – mentions that’s not a problem at this school**  **School locations on profile page are helpful. Mentions he didn’t know Miracosta had 2 locations. P4**  **Curious about *Single Point of Contact / Learn more – thought Learn more link would take him to the individual who is the single point of contact.*  P4**  **Wants SCO contact info (email or phone) P4**  **Didn’t see / didn’t use “Back to top” button in footer. P4** |
| **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? | **Rates task a 2.**  **Disappointed that he couldn’t figure out how to compare schools. P4**  **Kind of confusing on how to use comparison box.**  **Finally finds Compare drawer and hits “Compare” button**  **FINALLY (!!!!!) gets 2 schools in the drawer. “This is what we’re looking for… and this I like.” P4**  **I really like the comparison, it’s just not intuitive to get to. P4** |
| **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? |  |
| **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? | **Comparing schools: 5. Very hard.** |
| **Any other comments or questions** | |
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