**Participant 5  
Name: Sabina**

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| **Top Observations** | **[Profile page] shows me everything I’d want to know.**  **Interested in benefits; amount of housing, out of pocket.**  **Curious why there’s an out of pocket amount for Notre Dame “if it’s supposed to be 100% paid for.”**  **Opens “School costs and calendar”**  **Goes to Scholarships and Other funding… adds Yellow Ribbon payments and is satisfied that out of pocket is 0. Recalls viewing the tool and doesn’t remember seeing all the extra information (besides housing and tuition)**  **Would like [profile page] to have contact information. Other than that, pretty straight-forward.**  **Really frustrated by the fact that locations (Fremantle WA Australia) is showing in results for Indiana location search.**  **Wants to compare 6 schools “A-F”**  **When she gets to D and it can’t be selected, says “we can just pretend it did” “Maybe they’re full”**  **Is it that little button at the bottom? I’d click that compare button.**  **it was hard to see where the compare button was. It might be easier if it was closer to where you were making the comparison selections.** |
| **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? | **Army Veteran**  **Not currently using benefit**  **Recently used Post-9/11** |
| **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? | **Name search… picks one that in autocomplete**  **Would click “Compare” and selects compare checkbox.**  **Opens “Update tuition & housing estimates” Clicks “Update results”**  **Then would click university name (gets to profile page)**  **[Profile page] shows me everything I’d want to know.**  **Interested in benefits; amount of housing, out of pocket.**  **Curious why there’s an out of pocket amount for Notre Dame “if it’s supposed to be 100% paid for.”**  **Opens “School costs and calendar”**  **Goes to Scholarships and Other funding… adds Yellow Ribbon payments and is satisfied that out of pocket is 0.** |
| **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? | **Recalls viewing the tool and doesn’t remember seeing all the extra information (besides housing and tuition)**  **Rates task: 1.**  **Would like it to have contact information. Other than that, pretty straight-forward.** |
| **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? | **Can’t find “A” on the map. Says “it must be under something”**  **Really frustrated by the fact that locations (Fremantle WA Australia) is showing in results for Indiana location search.** |
| **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? | **Wants to compare 6 schools “A-F”**  **When she gets to D and it can’t be selected, says “we can just pretend it did” “Maybe they’re full”**  **Would click compare and I would go to… not sure… underneath of all the choices**  **Is it that little button at the bottom? I’d click that compare button.**  **That’s what I was looking for.**  **I’d click “highlight differences”** |
| **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? | **Went pretty well aside from the technical glitches.**  **2… just because it was hard to see where the compare button was. It might be easier if it was closer to where you were making the comparison selections.** |
| **Any other comments or questions** | |
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