**Participant 6**

**Name: Lauren**

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| **Top Observations** | **On search landing page, wonders if “a filter is already in place” that addresses Ch33, Status, etc.**  **Would expect that there’s some guidance [about which benefit, status, service]… in dropdown.**  **Mentions Notre Dame autocomplete “all of these look the same, is there some [differentiation]”**  **Likes cautionary information section. Thinks it’s helpful to have info from Veteran students.**  **Wonders if 0 complaints across all campuses means the tool is broken.**  **Thinks Veterans programs and support section is useful.**  **Thinks Yellow Ribbon recipients (in historical data table) is helpful b/c it shows that people are really getting that benefit.**  **Big thing is figuring out how many YR benefits are available and how to access that.**  **Listing additional scholarships for Veteran students would be helpful. Anticipates that info would go in Veteran programs and support section.**  **Says “All the important information is on here” [the profile page].Mentions that it’s nice to have [scholarships info/functionality] if you’re trying to figure out things for the next year but it’s really an estimate.**  **Yellow Ribbon in Additional info regarding your benefits – would be nice to know if it’s only for specific programs.**  **Mentions might be helpful if Veteran programs and support was closer to Estimate your benefits (to make it easier to connect the numbers / tuition data )Easily filters results using “Religious affiliation”**  **Able to select schools and find comparison drawer easily.**  **Likes that you can highlight differences.**  **Thinks it’s easier to do an overall assessment of schools (on comparison rather than profile page).**  **Doesn’t know what 8 keys to Veteran success is. Suggests a link to more information**  **Suggests moving Yellow Ribbon & Military tuition in comparison view to benefits area.**  **Thinks the comparison view is very clear and ability to compare schools is easy.** |
| **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 & Military Caregiver**  **Getting ready to activate GI Bill**  **Paid into Montgomery but prob will use 9/11**  **Researching programs**  **Thinks maybe she’s used the GIBCT (to help husband when he went back to school)**  **Trying to see what was covered for Ch33 v Ch30** |
| **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? | **Recognizes CT… has some questions about how the new version works.**  **On search landing page, wonders if “a filter is already in place” that addresses Ch33, Status, etc.**  **Would expect that there’s some guidance [about which benefit, status, service]… in dropdown.**  **Mentions Notre Dame autocomplete “all of these look the same, is there some [differentiation]”**  **Mentions seeing Yellow Ribbon on the search result card would be helpful.**  **Likes cautionary information section. Thinks it’s helpful to have info from Veteran students.**  **Wonders if 0 complaints across all campuses means the tool is broken.**  **Thinks Veterans programs and support section is useful.**  **Thinks Yellow Ribbon recipients (in historical data table) is helpful b/c it shows that people are really getting that benefit.**  **A lot of the important information is on here.**  **Always want to see if a university is accredited.**  **Big thing is figuring out how many YR benefits are available and how to access that.**  **Listing additional scholarships for Veteran students would be helpful. Anticipates that info would go in Veteran programs and support section.**  **Says “All the important information is on here” [the profile 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 finding more information about University of Notre Dame? * What types of information would be important to you in looking for a school? |  |
| **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? | **Thinks Yellow Ribbon content would be in a separate section on the page.**  **Mentions you probably won’t know if you’re getting Yellow Ribbon until you’re already enrolled and getting a scholarship.**  **Mentions that it’s nice to have [scholarships info/functionality] if you’re trying to figure out things for the next year but it’s really an estimate.**  **Yellow Ribbon in Additional info regarding your benefits – would be nice to know if it’s only for specific programs.**  **Mentions might be helpful if Veteran programs and support was closer to Estimate your benefits (to make it easier to connect the numbers / tuition data )** |
| **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 filters results using “Religious affiliation”**  **Able to select schools and find comparison drawer easily.**  **Likes that you can highlight differences.**  **Thinks it’s easier to do an overall assessment of schools (on comparison rather than profile page).**  **Doesn’t know what 8 keys to Veteran success is. Suggests a link to more information**  **Suggests moving Yellow Ribbon & Military tuition in comparison view to benefits area.**  **Thinks the comparison view is very clear and ability to compare schools is easy.** |
| **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? |  |
| **Any other comments or questions** | |
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