**Participant 7**

**Name Amie**

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| **Top Observations** | **Gets to comparison view easily.**  **Highlights differences easily.**  **Wants to know what asterisk is for in comparison view when differences are highlighted.**  **Wants more info on number of GI Bill students in comparison view.**  **Wants to be able to print comparison view in the page.**  **Adds Berkeley to the comparison view says “There’s no out of pocket expense so that’s where he’s going.”**  **Recognizes the number of GI Bill students is different in the historical table than in the counts in the summary and makes (incorrect) assumption about significance of those numbers**  **Asks if there’s somewhere you could put it to save it. Would expect it to be able to “save the amounts for later”**  **Sees “Compare institutions 0 of 3”. Recalls seeing the compare button and goes back to search to see that.**  **Interested in using NEW “Find out if you’re eligible for VA benefits” link**  **Wants to click through on NEW “Apply for education benefits” link**  **Says “what’s your military status” has to be for who’s using the calculator. (Not the individual attending school)**  **Looks to expand radius and filter results to get to religious-affiliated school in Indiana.**  **Interested in being able to search for a specific religion in the search filter.** |
| **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? | **Spouse of Retired Army**  **Using benefits for child**  **Which benefit? “…something 35”** |
| **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? | **Type in name of school; picks the first item in autocomplete**  **Clicks on name link to get to profile page.**  **First would have to figure out my GPA was good enough for this school.**  **Then I would “learn more” about the GI Bill students.**  **Would update calculate benefits.**  **Says “what’s your military status” has to be for who’s using the calculator.**  **Asks if there’s somewhere you could put it to save it. Would expect it to be able to “save the amounts for later”**  **Sees “Compare institutions 0 of 3”. Recalls seeing the compare button and goes back to search to see that.**  **Interested in using NEW “Find out if you’re eligible for VA benefits” link**  **Wants to click through on NEW “Apply for education benefits” link**  **Important**  **Wants school closer to them but**  **Decision making at this point is comparing tuition and all of that**  **Gets to comparison view easily.**  **Highlights differences.**  **Wants to know what asterisk is for in comparison view when differences are highlighted.**  **Wants more info on number of GI Bill students in comparison view.**  **Wants to be able to print comparison view in the page.**  **Adds Berkeley to the comparison view says “There’s no out of pocket expense so that’s where he’s going.”**  **Recognizes the number of GI Bill students is different in the historical table than in the counts in the summary.** |
| **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? |  |
| **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? | **Looks to expand radius and filter results to get to religious-affiliated school in Indiana.**  **Interested in being able to search for a specific religion in the search filter.** |
| **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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