Comparison Tool UTest Notes

April 12, 2019

Warm Up Q’s

* Hasn’t used GI Bill yet, eligible for Post-9/11 GI Bill
* Looking at schools’ accreditation and name recognition

Scenario 1: Looking for Harvard, MBA

* Not sure if it’s undergraduate, graduate. P3
* Kicker bonus: doesn’t know what it is and read “Learn more” now sees he couldn’t use kicker bonus because he’s a “Veteran” p3
* Where IS the graduate information??
* Doesn’t know how to tell if he’s eligible for Yellow Ribbon. P3
* 501 Question: Assumes there was a change in eligibility for benefits. Not familiar with what the change was. P3
* School Outcomes: Not sure what those numbers are indicating. Ave. salary… whose average salary. Repayment rate… don’t know what this is saying or why that’s important. P3
* Student Complaints: Not sure what this information is. Is it all students across all campuses for this institution? in the U.S.? p3
* Would like side-by-side comparison of schools. Instead of having multiple pages open or printing them out. P3
* Dollar amount is most important thing. What is my out of pocket cost? P3
* Trustworthy, yes. But reliability, not sure.

Scenario 2: Comparing University of Florida / Florida State

* Would like side-by-side comparison at the top of the page.
* Would like “add another school” on the School Profile Page.

Scenario 3: How would you use the tool to determine which GI Bill you’d want to use?



Post Test Q’s

* Logging in for a more exact amount?
* Instant feedback is remarkable.
* 4 out of 5. Helpful for someone going right into a B.A. program.
* So much info… probably best to do it on a laptop.

**KEY OBSERVATIONS**

**CRITICAL ISSUES**

* Enter a city, school, etc. doesn’t allow for misspellings. P3
* Enter a city, school, etc. doesn’t return accurate results for acronyms. Troublesome for schools that are known by acronyms (or nicknames) like MIT, UCLA,UCONN. P3
* Graduate school tuitions aren’t incorporated into the data set. P3

**501 – VA/DoD RATE**

* 501 Question: Assumes there was a change in eligibility for benefits. Not familiar with what the change was.

**107 – ZIP CODE UPDATE / CAMPUS LOCATION**

**ENHANCEMENTS**

* **Side by side comparison would be helpful.**