**CT Comparison Testing – June 2021**

**Participant # 1 - Kevin**

**Warm-up**

* Military status (e.g. Veteran, child, spouse)? Navy Veteran
* Are you currently using or have you ever used your education benefits? Post-9/11, Using VR&E now… On VRE for the last 4-5 months. Currently at Bryan & Stratton.
* Most important factors last time: flexibility with workschedule. This time: Looking for something that was accredited, could transfer. Studying Business Administration & Management.
* Has used GI Bill Comparison Tool before. Looking for tuition rates, yellow ribbon, checking for best options.

**Top Observations**

1. “Update tuition & housing estimates” I looked at this a lot to make sure I was seeing the right stuff.
2. **Thinks Ch33 benefit estimates are accurate for him. He’s using VRE.**
3. Rates finding schools a 2. Seems to be rating his previous experience with the comparison tool, though.
4. Before he does any comparing, says “I think it allows you to compare up to 3.”
5. Is able to add schools to the compare tray, is able to open tray easily, is able to click through to the comparison view easily.
6. About the comparison page, says “good information”
7. Says size of school is important now that he’s older. Likes smaller classes for quality of education.
8. School rating would be helpful to know what other people thought about the school. Education ratings would be huge.
9. Clicks highlight differences. Mentions that highlight differences could draw attention to information for “vital decisions”
10. CompPage - Most important: payments, out of pocket tuition = 0. Accreditation was hugely important.
11. Rates comparing schools a 1 (Very easy)
12. To add Harvard goes quickly to search via bread crumb, from location to search by name, opens drawer and removes 1 school, then conducts search for Harvard.
13. When participant returns to search, tray is open and he has difficulty getting to the “Compare portion”
14. On 2nd pass of comparison page, highlights differences right away.
15. Gives a 1 to process of adding a new school to a full comparison tray. Says the GIBCT is “Easy to use, easy to understand.”
16. “Highlight differences? I love that button.”

**Other**

1. Sees accreditation issue, mentions “this is hugely important” because credits won’t transfer if not accredited.
2. Mentions # of GI bill students is important to him.
3. Ratings are really important to him.
4. 1 Cautionary warning… I don’t remember seeing anything like that.
5. **“A lot of times I’ve seen Veterans going to schools and they didn’t understand how the benefits worked and they were getting duped a little bit. … So I wanted to make sure I understood everything… and was getting the best benefits out of the deal.”**
6. **Searches by zip code. Adjusts radius to 25 miles. 53 results.**
7. **Interested in credits transferring. Being able to continue on with his education “…was hugely important to me.”**
8. **Using [the CT] helped me understand my benefits. It was really helpful.**

**Additional Observations**

1. **Searches by zip code. Adjusts radius to 25 miles. 53 results.**
2. **Says previously looked up schools by location, looked at profiles on CT then looked a school websites.**
3. **Using [the CT] helped me understand my benefits. It was really helpful.**
4. **Interested in credits transferring. Being able to continue on with his education “…was hugely important to me.”**
5. “Update tuition & housing estimates” I looked at this a lot to make sure I was seeing the right stuff.
6. **“A lot of times I’ve seen Veterans going to schools and they didn’t understand how the benefits worked and they were getting duped a little bit. … So I wanted to make sure I understood everything… and was getting the best benefits out of the deal.”**
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24. On 2nd pass of comparison page, highlights differences right away.
25. Gives a 1 to process of adding a new school to a full comparison tray
26. Easy to use, easy to understand.
27. “Highlight differences? I love that button.”