**CT Comparison Testing – June 2021**

**Participant # 2 – Lucas**

**Top Findings**

1. [CT] might help me find schools in my location, but I’d have to go do more research to find more about the school.
2. Participants can compare schools easily: selects 3 schools, opens compare drawer, clicks “Compare” button, and lands on comparison page.
3. Notices “Highlight differences” and applies it without prompting. Says “That does help.”
4. “Having [highlight differences] collapse would be nice – It wouldn’t take up as much space and I could see what the differences are. “
5. Participant is able to easily add schools to the compare tray.
6. Participants is able to easily navigate to the compare page.
7. Suggests: “Maybe include how far from the searched distance” in the comparison view.
8. Suggests including on comparison page: Types of schools (fields of study [majors]- tech, medical, law, art); Graduation rates for various majors
9. User can easily remove & add schools from compare views.
10. When returning to comparison view, immediately “highlight differences” Mentions “It should have remembered”
11. Sticky header “is not great. Takes up a majority of the screen”
12. Wants more information on Harvard… Doesn’t appear to understand the name of the school links through to the profile page.
13. Removes school from comparison page (Remove link) and clicks “Return to search” from that page.

SEARCH

* Easily uses location search
* On location search, has some trouble connecting the distance from searched location to the school it relates to.
* Notices tuition & benefit estimates and can update those easily.
* Tries to filter schools for smaller number of results but specific criteria he wants (tech school that feeds to a 4-year degree program) isn’t available.

INFO ABOUT SCHOOLS

* Interested in ratings right away but mentions “since none are rated, I can’t base my choice on that reliably.”
* # of GI Bill Students isn’t helpful to him (dependent). Doesn’t think it provides any solid information about the school.
* Dependent felt he didn’t have enough information to choose a school. “Just tells me how much VA is going to pay and how many students go there that are also using [GI Bill].”

**Warm-up**

* Military status (e.g. Veteran, child, spouse)? **Child of a disabled, retired Veteran**
* Are you currently using or have you ever used your education benefits? **In the process of being used. Has been to school but payment hasn’t gone through.**
  + If yes, which benefit are you using? **Thinks it’s Chapter 35.** 
    - When did you start school? **Last fall, still hasn’t gotten payment.**
    - **Studying** ASOCTS (associate in computer science)
* When you first decided to go back to school, what factors were important to you in picking school options? **Wanted enough to get started with a computer science degree. First thought to get a transfer degree (Associate’s) then on to a Bachelors degree somewhere else.** 
  + Do you remember any of the schools you were considering? Only considering 1: **Schmecady community college. It was close and cheap, in the event Chapter 35 didn’t work out.**
* Have you ever used the GI Bill Comparison Tool before? **No. I haven’t heard of that.**

**First Task: Finding schools**

* Show me how you'd use the Comparison Tool to learn about schools you might be interested in attending?

**Things to watch for:**

* What type(s) of search does the user conduct?
  + Wants to search by location… clicks it. Searches by name of city.
  + Scrolls the listing in search listing… Interested in ratings right away. Mentions “since none are rated, I can’t base my choice on that reliably
  + Goes to filter schools for smaller number of results.
  + Can update benefit estimates.
  + Wants to find a “Tech school”
    - Wants tool to give more information on quality of education. Would like to find a specific type of school and then find those that are highly rated in that particular field of study.
  + **Is having trouble making selection based on information presented to him.**
  + **# of GI Bill Students isn’t helpful to him (dependent).** Doesn’t think it provides any solid information about the school.
  + Isn’t sure about the Rating – would like that information.
  + **Is having trouble connecting the distance to the school it relates to.**
* Does the user notice the Compare checkbox?

**Upon task completion:**

* How do you think that went? *Poorly… didn’t give me enough information to choose a school. Just tells me how much VA is going to pay and how many students go there that are also using [GI Bill].*
* 1 is very easy and 5 is very hard, what did you think of finding schools? 4
  + ***This might help me find schools in my location, but I’d have to go do more research to find more about the school.***

**Second Task: Comparing schools**

* How would you use the Comparison Tool to compare the differences between schools?

**Things to watch for:**

* What type(s) of search does the user conduct?
  + **From location search**
* Does the user notice the Compare drawer?
  + **Selects 3, opens compare drawer & clicks “Compare” button.**
  + Wants “it” to help with the type of … If I’m looking for a specific degree, I want to get that information. I want to see how many students graduated for the specific degree.
* Do users notice the "Highlight differences" functionality?
  + **Yes. Says “That does help”.**
  + **Having it collapse would be nice – It wouldn’t take up as much space and I could see what the differences are.**
* Is user able to easily add schools to the compare tray? **YES.**
* Is the user able to easily navigate to the compare page? **YES.**

**Upon task completion:**

* How do you think that went?
  + *It’s good. Has room for improvement… Collapsing info that’s the same.*
  + ***Maybe include how far from the searched distance in the comparison view.***
* 1 is very easy and 5 is very hard, what did you think of comparing schools? **2**
* Looking at the compare page, what do you think of the information you see here? Which ones are most important to you? Is anything missing that would be important to you?
  + *Only things that are important*
    - *Types of schools (fields of study [majors]- tech, medical, law, art)*
    - *Graduation rates for various majors*

**Third Task: YAY Harvard!**

* How would you use the Comparison Tool to see how **Harvard** compared to some of your other school options?

**Things to watch for:**

* *If applicable,* can the user easily remove schools from the comparison?
  + ***Yes. Goes to name search. Finds it, adds it. Opens drawer, goes to compare. Immediately “highlight differences”***
  + ***Sticky header “is not great. Takes up a majority of the screen”***
  + *Disagrees with the statement that Harvard is a medium-sized school.*
  + ***Wants more information on Harvard… Doesn’t appear to understand the name of the school links through to the profile page.***
* Where does the user go to remove schools (compare tray, compare page, search results)?
  + ***Removes school from comparison page and clicks “Return to search” from that page*.**