**CT Comparison Testing – June 2021**

**Participant # 4, Jen**

**Top Findings**

1. Doesn’t notice the compare checkbox on search results cards
2. When she finally sees the compare checkbox and selects schools to compare, doesn’t notice the Compare Drawer
3. Getting to the compare drawer and then the compare button is very challenging for this user
4. Says she thinks everything on the comparison page is important.
5. Fields in comparison view that are helpful: Housing allowance, Out of pocket, school ratings, accreditation.
6. **Would like a way to save & get back to the specific comparison page so they could come back to it, if need be.**
7. **Doesn’t seem to notice and doesn’t use “Highlight differences”**
8. When she has 3 schools in the drawer & can’t select a new school, doesn’t realize that the compare drawer is full and can’t add a new school. NEED A NOTIFICATION THAT THE DRAWER IS FULL.
9. After visiting the comparison page once, can’t repeat the behavior.
10. Doesn’t seem to have much recollection of the comparison page and doesn’t remember how she got to the comparison page to begin with.
11. On the comparison page, with 3 schools and looking to add another, doesn’t realize that she’s at max capacity with 3 schools.
12. When prompted to remove a school from the 3 she’s looking at, is able to remove a school from the comparison page, add a new school and get back to the comparison page. (After being coached to arrive at the comparison page initially).
13. When asked whether benefit numbers are accurate, says, “Yes. That sounds about right.” When asked what she’d do if they weren’t right, says, “I’d contact the school.”
14. Tries to click through on the school name at the top of the comparison page. (Tech glitch so doesn’t click through to the profile page).

Search Functions

**Has a lot of trouble finding / using the scroll bar. Clicks on the markers to get the results list to move. Says,** “It’d be better if you had a listing that “keeps coming up.”

Tries location search with zip code for Connecticut and doesn’t get results due to tech issue. Searches for “Connecticut” and gets results.

Clicks school name on location search result card to “pick anything” and gets through to profile page.

**Profile Page**

Interested in whether schools had online classes, flexible hours. Would check each & every school website for this information.

On profile page, says student complaints would be one of the first things she’d look at to see what the issue was.

From student complaints, clicks through to “About the tool” page and can’t find info she’s looking for (specific complaint)

When referring to wanting content on student complaints, says “You should have a pop-up that tells me what the issue was”

When “Student complaints” opens “About the tool” in a new tab, doesn’t realize she’s in a new tab right away and has trouble getting back to the profile page.

Mentions she’d like the profile page to open in a separate tab so she could open up a bunch of tabs and then go into each and compare.

**Research Questions**

**Compare Drawer:**

Do users notice the Comparison drawer? No.

Is comparison drawer behavior effective when the user conducts multiple searches to select schools? Sort of.

How many schools do users think they can compare at once? 4-5

**Navigation:**

Are users able to easily navigate between the search results, the comparison drawer and the comparison page? No.

How do users interact with the interface when they need to conduct multiple searches? That’s not a problem.

Which components/pages do users prefer to use to add or remove schools from the comparison? Are they able to do this effectively?

**Compare page:**

What data fields are users interested in comparing?

Which ones are most important?

Any fields they aren't interested in?

Any additional others they would want to see?

Do users notice the sticky header?

Do users believe the sticky header is useful?

Do users notice the "Highlight differences" functionality?

Do users find the "Highlight differences" functionality useful?

**Warm-up**

* Military status? Army Veteran, 100% Disability
* Are you currently using or have you ever used your education benefits? Yes, studying criminology since 2012. Benefit is funded through the state.
* When you first decided to go back to school, what factors were important to you in picking school options?
  + Making sure they had an online option.
  + Considered: Everest University, ASU, Southern New Hampshire
  + Everest had more variety and courses I liked.
* Have you ever used the GI Bill Comparison Tool before? No.

**First Task: Finding schools**

* Could you show me how you'd use the Comparison Tool to learn about schools you might be interested in attending?  
    
  \* Tries location search with zip code for Connecticut and doesn’t get results.
* Re-searches for “Connecticut” and gets results.
* It’d be better if you had a listing that “keeps coming up”…. **Has a lot of trouble finding / using the scroll bar. Clicks on the markers to get the results list to move.** 
  + Clicks title to “pick anything” and gets through to profile page
  + Mentions… Student complaints would be one of the first things she’d look at to see what the issue was.
    - Clicks through to “About the tool” page and can’t find info she’s looking for (specific complaint)
    - Says “You should have a pop-up that tells me what the issue was”
    - Doesn’t realize she’s in a new tab right away and has trouble getting back to the profile page.

**Things to watch for:**

* What type(s) of search does the user conduct?
* Does the user notice the Compare checkbox?

**Upon task completion:**

* How do you think that went?
* 1 is very easy and 5 is very hard, what did you think of finding schools?
* Can you talk to me about the school cards you see here?
* For the benefit estimates you see here, do you believe these are accurate for your situation?

**Second Task: Comparing schools**

* How would you use the Comparison Tool to determine which school would be the best option for you?
  + Mentions she’d like the profile page to open in a separate tab. Would open up a bunch of tabs and then go into each and compare.
  + Isn’t seeing the compare option (or doesn’t care)
  + FINALLY SEES THE COMPARE CHECKBOXES…
    - Doesn’t notice the Compare Drawer with info…
    - Finally sees the Compare Drawer and gets to the Comparison page
* What’s helpful
  + Housing, Out of pocket, school ratings, accreditation.
  + Would check to see which had online classes; which had flexible hours. Would check each & every school website.
* Thinks everything on the comparison page is important.
* **Would like a way to save & get back to the specific comparison page so they could come back to it, if need be.**

**Things to watch for:**

* What type(s) of search does the user conduct?
* Does the user notice the Compare drawer?
* Do users notice the sticky header?
* Do users notice the "Highlight differences" functionality?
* Is user able to easily add schools to the compare tray?
* Is the user able to easily navigate to the compare page?

**Upon task completion:**

* How do you think that went?
* 1 is very easy and 5 is very hard, what did you think of comparing schools?
* 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?
* What do you think of the process of comparing schools?
* What do you think of the "Highlight differences" functionality? Is it useful?

**Third Task: YAY Harvard!**

* How would you use the Comparison Tool to see how **Harvard** compared to some of your other school options?
  + Has 3 schools in the drawer & can’t select a new school. Doesn’t realize that the compare drawer is full and can’t add a new school. NEED A NOTIFICATION THAT THE DRAWER IS FULL.
  + Doesn’t remember how she got to the comparison page to begin with.
  + Moderator leads her to the comparison page, doesn’t realize that she’s at max capacity with 3 schools.
  + When prompted to remove a school from the 3 she’s looking at, is able to remove a school from the comparison page, add a new school and get back to the comparison page. (After being coached through finding comparison).
  + Are these numbers accurate for you? Yes. That sounds about right. If they weren’t right, what would you do? Contact the school.
  + Tries to click through on the school name at the top of the comparison page. (Tech glitch so doesn’t click through to the profile page).

**Things to watch for:**

* *If applicable,* can the user easily remove schools from the comparison?
* Where does the user go to remove schools (compare tray, compare page, search results)?

**Upon task completion:**

* How do you think that went?
* 1 is very easy and 5 is very hard, what did you think of adding Harvard Law School to your school comparison?

**Any other questions?**