**CT Comparison Testing – June 2021**

**Participant # 5 - Michelle**

**Top Observations**

Used “Highlight differences” so I could see the differences between each one.

CPage: Everything was super important to me and I was a little sad that not everything was filled out.

CPage: Student complaints were super important. “**We’re looked at as money coming in the door.”**

CPage: Credit for military training was super important, that boosted me from a sophomore to a junior.

CPage: Student Veteran Group for Grantham wasn’t correct. Tool says it doesn’t have one but it does.

CPage: Nice to see more info about out of pocket.

When asked “How would you use the Comparison Tool to see how **Harvard** compared to some of your other school options?” says, “I would pull it up on the Comparison Tool and use the comparison.”

Name Search Harvard. Autocomplete. Would click compare on the first one. [tries to select… realizes she can’t ]

At first struggles to understand why she can’t select another school to compare when the tray is full. Eventually figures it out and says, “You have to go to the Compare space (tray) and get rid of one.”

Easily able to use “Highlight differences”. Narrates her comparison flow and ends with “Highlight differences and then go line by line.”

Doesn’t realize right away that Compare tray is full.

Can easily get to compare tray.

CPage It’s all the basic information you need to make a decision.

Believes benefit estimates are accurate for her situation. “Yes. For the most part they are… but some numbers [tuition & fees] are off for some schools.”

Other Notes

* Name search: On why she didn’t attend University of Phoenix online. “See... that cautionary warning, I was like WHOOOA.”
* It’d be nice if the CT included the degree programs the school offers so I didn’t have to look that up.
* I like the CT. It’s a little rugged, looks-wise, but it gave me general information.

**Research Questions**

**Compare Drawer:**

Do users notice the Comparison drawer?

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

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

**Navigation:**

Are users able to easily navigate between the search results, the comparison drawer and the comparison page?

How do users interact with the interface when they need to conduct multiple searches?

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: Navy Veteran
* Using Ch33. Started School in Fall 2020. Studying HR (is in IT)
* When you first decided to go back to school, what factors were important to you in picking school options?
  + Online classes
  + Respectful of Veterans
  + Noticed that prices increased when schools learned she was a Veteran
  + Program choices.
* Have you ever used the GI Bill Comparison Tool before? Yes – used it to find the school she decided on. Found info on University of Phoenix that deterred her from attending!
* YIKES – participant is participating via mobile phone.

**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?
  + Name search: Grantham… “I used compare at the bottom”
  + Name search: University of Phoenix online. “See... that cautionary warning was like WHOOOA.”
  + Name search: WGU (returns Western Governors University)
* Went down to the compare…
* Seeing that caution on U of Phoenix
* Used “Highlight differences” so I could see the differences between each one.
* Comparison page…
  + Everything was super important to me and I was a little sad that not everything was filled out.
  + Student complaints were super important. We’re looked at as money coming in the door.
  + Credit for military training was super important, that boosted me from a sophomore to a junior.
  + Student Veteran Group for Grantham wasn’t correct. Tool says it doesn’t have one but it does.
  + Nice to see more info about out of pocket.
  + It’d be nice if the CT included the degree programs the school offers so I didn’t have to look that up.

**Upon task completion:**

* How do you think that went?
  + I like the CT. It’s a little rugged, looks-wise, but it gave me general information.
* 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**

* Let's say you want to get a better idea of the differences between the schools you're considering. How would you use the Comparison Tool to determine which school would be the best option for you?

**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?  
    
  I would pull it up on the CT, use the comparison
* Name Search Harvard. Autocomplete. Would click compare on the first one. [tries to select… realizes she can’t ]
  + You have to go to the Compare space (drawer) and get rid of one.
  + Clicks remove to get rid of U of Phoenix.
  + Have to click “Compare” box and then compare button.
  + Then highlight differences and then go line by line.
* Doesn’t realize right away that Compare tray is full.
  + Can easily get to compare drawer.
  + It’s all the basic information you need to make a decision.

Are numbers accurate for your situation? Yes. For the most part they are… but some numbers are off for some schools.

**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? Very easy.
* 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?**

Was a firefighter in the military. Has been told “It’s a boys world, you probably don’t want to play in it.” By the counselor at the school. Going to an online school, I have a counselor who calls me every 2 weeks and encourages me with my grades.

Using phone to do testing.

Samsung S21.

Looked everything up on phone first then went back and checked it on the desktop.