**CT Comparison Testing – June 2021**

**Participant # 7 – Donna**

**Top Findings**

1. I like that I know exactly what I’m looking at. Easy to see the title and know exactly what I’m looking at.
2. User isn’t able to see comparison drawer due to browser issue but narrates that she would click “Compare” box and anticipates she’d go to the bottom and then look at the schools right beside each other.
3. Suggests there should be a button at the bottom where you can click it to compare. Suggests button label “View comparison”
4. Not sure about what many of the CP fields are.
5. Wonders what “8 Keys to Veteran success” is, suggests having more info there.
6. Specialized mission – I don’t know what this means and so can’t make a determination about it.
7. Priority enrollment – What’s this for admission? Classes? Helpful to have more info here
8. CP: Most helpful: Credit for military training, costs & housing amounts.
9. Having ratings without information (N/A) isn’t helpful to me.
10. On comparison page re: Type of school: “school” this doesn’t help me at all. I’m looking at schools. Needs to be more informative.
11. NOTE: “Labels for School mission in search filters & Specialized mission need to be aligned”

* **General Search**

Go to location, puts in zip 62226, decreases radius to 25 miles.

Uses REFINE SEARCH easily from the outset – keeps just SCHOOLS (NOT OJT / VET TEC); removes schools with warnings; keeps schools that are accredited.

Wants 4-year schools as a search category. (thinks that option should be in the tool)

Realizes when she gets too few results that a filter is probably applied and minimizing her results. Says “It’s missing schools” wonders if taking off yellow ribbon will give return results… it does.

**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 (e.g. Veteran, child, spouse)? Retired Air Force.
* Are you currently using or have you ever used your education benefits? GI Bill (Chapter 30) & Voc Rehab. Started 2019… looking to go back to school soon.
* When you first decided to go back to school, what factors were important to you in picking school options?
  + Cost, Accreditation, Flexibility… Online and In-person.
  + Looking at Lindenwood University and Webster University. Wants to go for social work – they have accreditation, accept GI Bill, have in-person & online options.
* Have you ever used the GI Bill Comparison Tool before? Yes – wanted to know difference between new 9/11 and Illinois Veteran Grant. Wanted to see about transferring benefits to son.

**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?
  + I like that I know exactly what I’m looking at. Easy to see the title and know exactly what I’m looking at.
  + Go to location, puts in zip 62226, decreases radius to 25 miles.
    - WOULD REFINE SEARCH… WOULD JUST KEEP THE ONE FOR SCHOOLS (NOT OJT / VET TEC)
    - Would remove warnings; keeps schools that are accredited. Then would look at schools.
    - Would “go down” wants to scroll results.
    - Wants 4-year schools as a search category. (thinks that option should be in the tool)
    - Adds “type / public” and offers yellow ribbon
    - Gets 1 result “University of Missouri, St. Louis”
    - Says “It’s missing schools” wonders if taking off yellow ribbon will give return results… it does.
  + Would like to see school rating (wonders if it’s not yet rated why is that displayed?)

**Things to watch for:**

* What type(s) of search does the user conduct? Location search.
* Does the user notice the Compare checkbox? Yes but doesn’t use it.

**Upon task completion:**

* How do you think that went? Not well. Knows that schools are missing… not sure why they’re not displaying.
* 1 is very easy and 5 is very hard, what did you think of finding schools? 1.

To find the best schools… would click “Compare” box and then go to the bottom and then look at the schools right beside each other.

There should be a button at the bottom (of all the choices) where you can click it to compare. Suggests button label “View comparison”

Comparison View –

* + Type of school: “school” this doesn’t help me at all. I’m looking at schools. Needs to be more informative.
  + Specialized mission – I don’t know what this means and so can’t make a determination about it.
  + Having ratings without information (N/A) isn’t helpful to me.

Likes caution flags.

* + Wonders what “8 Keys to Veteran success” is, suggests having more info there.
  + Priority enrollment – What’s this for admission? Classes? Helpful to have more info here.
  + Most helpful: Credit for military training, costs & housing amounts.

**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?
  + Search by name for Harvard.
  + Showing 0 search results for Harvard… wonders if we had cleared all filters.
    - Removes caution flag & Public and gets results.
  + NOTE: “Labels for School mission in search filters & Specialized mission need to be aligned”

**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?**