**Marie –**

**Top Observations**

1. Searches by location on initial task – says she’d expect results to be sorted alphabetically
2. RE: results sorting on name search: I’d think they’d be sorted by location but I’m not sure. [Results in Virginia] aren’t grouped together… maybe they’re sorted by cost. Not sure. I’d expect locations [for the same name school] would be close.
3. Dependent beneficiary on # of GI Bill Students on Search card: I don’t know if that’s important. None have school rating.
4. Mentions benefit information is helpful.
5. Factors important in deciding on school: Type of school; programs university offers; School ratings & then program ratings; Tuition & housing benefits
6. To Search by location - enters zip and changes radius to 25 miles.
7. “would go to google to see if it’s within 15 minutes of my house, since this doesn’t show a distance.
8. Says accreditation display is helpful. I’d be concerned if I completed a non-accredited degree.
9. RATING: School rating would be helpful. (Expects ratings would be by a 3rd party (U.S. news & world report)

**Warm-up Questions - 5 minutes**

1. What is your military status (e.g. Veteran, child, spouse)?
   * If Veteran, which branch of service?
2. Are you currently using or have you ever used your education benefits?
   * If yes, which benefit are you using?
     + When did you start school? Where did you go?
   * If no, do you plan on using your benefits in the near future?
     + Which benefit?
     + Where are you in the school selection process?
3. Have you ever used the GI Bill Comparison Tool before?
   * If yes, what did you use it for?

**Army Veteran. Not currently. Entered military through ROTC. Looking at Master’s program. Ch33. Speaking to VA to see about MPH degree.**

**Not familiar with GI Bill CT.**

**Initial Take - 2 minutes**

This is the GI Bill Comparison Tool…Do you have any initial thoughts or questions before we get started?

NO QUESTIONS

**First Task: Find a Campus - 5 minutes**

You've recently moved to **San Antonio, Texas**. Prior to moving, you took a few classes at **ECPI University** and you want to see if there is a campus in your area. How would you use the Comparison Tool to determine if **ECPI University** has a campus in your area?

**Search by location – selects prefilled content… would look through results by name – looking for whatever ECPI stands for.**

**Would think it would be in alphabetical order but it’s not.**

**Would assume that it’s not offered in San Antonio. Maybe would go to school listing… search by name.**

**Name search works… “This shows all their locations” but they’re not located there.**

**That was fine. It’s better to put in school name and see all locations, if you have a specific school you’re searching for. It was easier to find.**

**SCALE: 1 – very easy.**

**SORTING (on search by name): I’d think they’d be sorted by location but I’m not sure. VA results aren’t together… maybe by cost. Not sure. I’d expect locations [for the same name school] would be close.**

**CARDS:**

**GI Bill Students – I don’t know if that’s important. None have school rating. Benefit information is helpful. School rating would be helpful.**

**(WHO DO YOU THINK IS DOING THE RATINGS… think that would be a 3rd party)**

**BENEFITS: ARE THEY ACCURATE? Thinks they are.**

***CONSIDER ANOTHER WAY TO ASK THIS QUESTION. WHO DO YOU THINK IS ELIGIBLE FOR THESE BENEFITS, ANY REASON THAT THESE BENEFITS WOULDN’T APPLY TO A GENERAL CT USER?***

***EMMA Asked: Participant didn’t see it but thinks it’d be able to customize the estimate for her own situation.***

**Things to watch for:**

* Which search option does the user attempt to use (name or location)?
* Does the participant use the autocomplete?
* Does the user attempt to search/filter results?

**Upon task completion:**

* How did you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of seeing if ECPI had a campus in your area?
* How do you think these results were sorted?

**Second Task: Location Search - 15 minutes**

You aren't sure if ECPI is the right choice for you, but you've heard that there are some good on-the-job training opportunities in **Austin**. How would you use the Comparison Tool to see what on-the-job training options are available in **Austin, Texas**?

**LOCATION SEARCH**

* + **Enters zip and changes to 25 miles.**
  + **2 locations…** 
    - **would then go to google to see if it’s within 15 minutes of my house, since this doesn’t show a distance.**
  + **What factors would be important to you?**
    - **Type of school would be an important factor**
    - **If the university offers what you’re trying to pursue**
    - **School ratings & then program ratings**
    - **Tuition & housing benefits**
  + **Expects schools that range from certificate to degree**
    - **Doesn’t expect any other types of training in the CT (certificates & universities is all)**
  + **Search results don’t really show you more about the school – if it had more information, that would be good.**
  + **Accreditation is helpful. I’d be concerned if I completed a non-accredited degree.**

**ZIP CODE WITH MORE RESULTS**

**DID YOU HAPPEN TO SEE THE “VIEW DETAILS” LINK? WHAT INFORMATION WOULD YOU EXPECT TO FIND IF YOU CLICKED THE “VIEW DETAILS”**

**Would be willing to make a 30 minute commute.**

**TASK RATING: 4.** Didn’t think that task went very well. Would still have to do additional work off the site (go to google to see how far it was).

**Things to watch for:**

* What search criteria format does the participant use (city, "city, state", "use my current location" etc)?
* Does the participant use the autocomplete?
* Does the user notice the "Update housing and tuition" accordion?
* Does the user interact with the filters?

**Upon task completion:**

* How did you think that went?
* On a scale of 1 to 5 where 1 is very easy and 5 is very hard, what did you think of finding on-the-job training in Austin?
* What do you think of how results are displayed?
* How do you think the search results were sorted?
* What information would be important to you if you were choosing where to take training?
* What types of education options do you think you can find on the Comparison Tool?
* Do you think these benefit estimates are correct for your situation?
* Was there any other information you were expecting to see?

**Third Task: Map Utilization - 5 minutes**

You've looked at training opportunities in **Austin** and **San Antonio** separately, but want to see all of those results at the same time. Could you talk me through how you would use the Comparison Tool to see all the training opportunities offered in both **San Antonio** and **Austin**?

*Prompt* Let's say when you performed this search, there were a lot of results. What factors would be important to you in narrowing down your search to find the right place for you?

* Would you be able to narrow down your results here on the tool?

**Things to watch for:**

* How does the user expand/interact with the map?
* Does the user try to enter any additional search criteria into the search fields?

**Upon task completion:**

* What do you think of how the map showed your results?
* What do you think of the filters offered? Which ones would you use? Are there any you wouldn't use?
* For you personally, how far would you be willing to commute to go to school?

**USES MAPS OFTEN**

* + **Looks to see what’s closest to my house.**
  + **Uses whatever map is on the site she’s using.**
  + **Favorite aspect… at the bottom of the map, they number them 1-6, 1 is the closest. Then you can go down and compare which one you want to use.**
  + **Doesn’t like it when you can’t zoom in to see the roads and stuff.**

**Alternate Questions**

* When you are conducting searches online, do you ever use the map functionality?
* If yes, what are you typically looking for?
* Which sites are you visiting?
* What do you like about those sites? Any frustrations?

**Thank-You and Closing - X minutes**