**Maria Montgomery**

1. Used filters and Update tuition with ease.
2. GI Bill students… assuming that’s how many GI Bill students. I don’t care to know how many are there.
3. School Rating… in what regard – who’s rating the school? The school rating should explain what it is.
4. I like the compare tool (I’d compare with other universities or colleges in the area). **Would want to compare…** “You may be eligible for”, Ratings if it was more defined. Student size of university (how many students), Retention & graduation rates, and if you’re able to transfer credits easily, and maybe distance from my home or specific zip code.
5. Accreditation matters.
6. *Thinks there should be a 10-mile radius option.*
7. *These don’t show type of school or type of degree offered. (certificate, associate’s, bachelor’s degree)*
8. *On the search results page it should have estimated distance from zip code from what you put in. Helpful to have distance on search results page. [did not have functionality at the time of testing]*
9. Didn’t find what she was seeking in active duty drop-down. Looking for: “0 because [as a dependent] I was never active duty service.”
10. RATINGS: Think it should be inclusive of all beneficiaries. Hearing different stories of other beneficiaries experiences. Should clarify who’s doing the rating.

**Warm-up Questions - 5 minutes**

No past usability testing experience. …

Dependent of deceased veteran of Air Force; currently using and have been for the past 6 years (undergrad & grad)

Benefit “I think 35”; undergraduate 2015, grad 2020.

Organizational something; something intelligence.

GIBCT: Think I’ve looked at it. Looking for yellow ribbon program, Fry Scholarship to see what I was eligible for based on my dad’s situation.

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

>> Definitely easy. Should be a “Learn more” for VET TEC.

Rating: 1 Very easy!

Used filters and Update tuition with ease.

GI Bill students… assuming that’s how many GI Bill students. I don’t care to know how many are there.

School Rating… in what regard – who’s rating the school? The school rating should explain what it is.

I like the compare tool (I’d compare with other universities or colleges in the area). **Would want to compare…** “You may be eligible for”, Ratings if it was more defined. Student size of university (how many students), Retention & graduation rates, and if you’re able to transfer credits easily, and maybe distance from my home or specific zip code.

Expects ratings: no idea. If you look up Top 100 USA Today has a list, if it had a resource or even change it from school rating to graduation / retention rate. I don’t really trust [3rd party] ratings

Accreditation matters.

Acceptance rate would be useful (this is different for Veterans vs. traditional schools).

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

*>> Thinks there should be a 10-mile radius option.*

*These don’t show type of school or type of degree offered. (certificate, associate’s, bachelor’s degree)*

*Accredited universities seem prestigious and easily transferable, they meet the standards that schools should. (Does Google Search, “They’re officially recognized”) Harvard’s a regionally accredited university.*

*Task was definitely easy.*

*15 minute commute task: 3 (in the middle). On the search results page it should have estimated distance from zip code from what you put in. Helpful to have distance on search results page.*

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

Do you use maps to help you find something?

Yes – airbnb, tracking package, so I can see on a map the area where I’m looking. List view & map view would be helpful. Hotels tonight, Marriott.com. Maps on my phone… things near me. Definitely like Hotelstonight & AirBNB that let you search again when you use the map. Saunder.com (like airbnb).

I think this would’ve been helpful if I’d known about it in High School. Useful for dependents or military kids in high school to see what their options are. In my school, I had to learn everything myself…. My father’s deceased since I was 5 and my mom doesn’t speak much English so I had to teach it all myself.

EMMA: What were you expecting to see in the active duty drop-down? “0 because I was never active duty service.”

RATINGS: Think it should be inclusive of all beneficiaries. Hearing different stories of other beneficiaries experiences. Should clarify who’s doing the rating. GW definitely gave me a hard time accessing my benefits for 4 years. Would look at a prestigious university’s rating… acceptance rates. Ratings seems redundant with complaints also on the page.

Tool should be advertised in more high schools before kids head off to school.