**Yolanda**

1. Wants to get started right away! Searches for “Ashbury Theological seminary” No results. Tries to update tuition & housing.
2. Wants to compare school right away.
3. When she doesn’t get effective results in location search, goes back to name search and “refines search” using state dropdown.
4. Regionally accredited, that’s helpful info. Says it would be helpful if there was a regionally / nationally accredited filter.
5. Interested in source of “Cautionary warnings”
6. School attributes: Would like “Demographics” – diversity or lack thereof in filters. Maybe adult-learners, or single parents. Child care would be really good.
7. Interested In knowing Tuition (what % is covered); Book stipend (that’s a flat fee across the board); out of pocket costs; Distance learning classes.
8. Wants a map to show locations near me – like looking for Papa Johns on google.
9. Notes schools with lower number of GI Bill students could be less familiar with how to deal with Veterans and others using GI Bill.
10. Would be inclined to go with a school that has a higher number of GI Bill students.
11. For distance, wants a middle option between 5 -25 miles. “It’s a pretty wide stretch.”
12. RATINGS Wonders how school ratings are determined. Would think it’d be ratings on “job placement” but thinks it’d be graduation and test scores.
13. PROFILE PAGE / COMPARISON: Thinks it would be helpful to have info on how graduates are being placed in jobs in their chosen degree field.

**Warm-up Questions - 5 minutes**

No previous usability testing experience.

Honorably Discharged Veteran; Navy.

GI Benefits for school – thinks Post-9/11. Started school in 2008. Studying psychology & business management.

Not familiar with GIBCT.

**Initial Take - 2 minutes**

Wants to get started right away! Searches for “Ashbury Theological seminary” No results. Tries to update tuition & housing. Searches “Jakes Divinity school” returns “Yale University Divinity school” Wants to compare school right away.

DEV: What’s happening with profile page drop-downs being zeroed out?

Veteran Programs / Military Tuition Assistance Learn more – content isn’t accurate for element.

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

SEARCH BY LOCATION. San Antonio. So far, no one has included “TX or Texas as part of their results.

Doesn’t like location results so goes back to name search and refines by state.

Think it went well… I’d say 1. It would be better if it was a single name & location search (LOL!) (ECPI Near San Antonio texas)

THOUGHTS ON SCHOOL CARDS

Regionally accredited, that’s helpful info.

Overall this is good. Would be helpful if there was a regionally / nationally accredited filter.

Would be interested in what the source of “Cautionary warnings”

School attributes: Would like “Demographics” – diversity or lack thereof in filters. Maybe adult-learners, or single parents. Child care would be really good.

What would be important

* + Tuition (what % is covered); Book stipend (that’s a flat fee across the board); out of pocket costs; Distance learning classes.

Wants a map to show locations near me – like looking for Papa Johns on google.

Wonders how school ratings are determined. Would think it’d be ratings on “job placement” but thinks it’d be graduation and test scores. Thinks it would be helpful to have info on how graduates are being placed in jobs in their chosen degree field.

Quote: Dreams are fantastic but reality is waiting on the other side of the stage.

Marine biology is great but how many jobs are there really in that market.

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

Really weighing heavily the idea of how far she could get in 20 minutes. She’s willing to drive 30-45 minutes each way.

Notes that schools with lower number of GI Bill students could be less familiar with how to deal with Veterans and others using GI Bill. Would be inclined to go with a school that has a higher number of GI Bill students.

How’d it go: 3 – moderate. Not as well as I would’ve liked… wants a middle option between 5 -25 miles. It’s a pretty wide stretch. Zillow has a tool that shows how long from one distance to another.

Yes – uses maps when searching online. Distance & how long the commute is. Uses Google, Waze, On-star (think that’s google maps). Google – usually has fast results & pictures, more than 1 route, what’s nearby (Papa Johns Pizza near me). Waze has real-time directions & routes you around traffic.