**Warm-up Questions - 5 minutes**

* + Chapter 35
  + Husband is retired Army
  + Re-starting school in the fall; started in fall 2018; studying business
  + Ivy ID IB Tech (in northwestern Indiana)

1. Doesn’t understand the search order on location search and says she’d prefer results listed in ABC order
2. Didn’t understand what the letters on the location search cards represented.
3. When location search results are too difficult (It was too much), returns to name search and wants to add a zip code to narrow results
4. Easily clicks “View details” to get to profile page
5. Appreciates info on cards – especially # of GI Bill Students.
6. Search card quote: “this has the info I want. View more details takes me to the extra info I need.”
7. Knows that the estimates don’t apply to her b/c she’s Ch35.
8. Finds tuition & housing estimate and can update easily (knows DEA = Ch35).
9. Isn’t sure her updates to tuition & housing actually did anything when accordion doesn’t close and no results are visible.
10. Wonders how far apart 2 cities (Raleigh & Durham) are on map (nothing to indicate scale)
11. Interested in having quick access to school size (on search card?)
12. “As long as I had a zip code, went good. It was hard to pinpoint a location without the zip code.”
13. Prefers ~ 25-mile commute to school.
14. PROFILE PAGE: Doesn’t see school size on profile page summary

**Initial Take - 2 minutes**

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

Raleigh / ECPI University

Says she could do either way (name or location search)

Searches by location. Adds state abbreviation.

“I would just look for the name of the university” in listing. “I can’t see everything here but I’d go through and see what’s available” These are not in ABC order. I’d want them to be in ABC order.   
I’m sure there’s something for this madness… the letters stand for what the college is.

I’m confused what the different letters are for each campus or college. I’d think it’d be better in alpha-order so I could see where it was in that location.

Sees distance drop-down…

Goes back to search by name (for the specific school) … selects type ahead.

Wonders if she can put a zip code in name search

There’s only 19 here… Finds it. Clicks on “View details” to get to profile page.

Task rating: probably should have used the name search first. I probably would’ve been able to find it eventually. Name search was quickest & easiest.

Name search – 1, very easy

Location search – 3, more confusing, results weren’t in alphabetical order. It was too much. I didn’t understand what the little letters represented.

CARDS – That’s pretty cool that the how many people are getting GI Bill, how many peers are in a similar situation.

Tells you the important things: Tuition & Housing benefits…

For me, I get a stipend every month. It can go for whatever. It’s only the weeks I’m actually in school. For Ch35, it’s straight across the board for everyone. I don’t think it’d go on this site. It’s the same no matter where I’m at.

**Things to watch for:**

* Which search option does the user attempt to use (name or location)? BOTH
* Does the participant use the autocomplete? YES
* Does the user attempt to search/filter results? NO

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

* ANY SCHOOL IN DOWNTOWN RALEIGH   
  + Checks filters… Adjusts radius to 5 miles… “I’m still at 66 things”. On Google “Would type in universities within 15 minutes of downtown Raleigh”.
  + Zip code (searches Raleigh, nc 27601). Thinks 5 mile radius is fair.
  + Prefers school commute – probably within 25 miles. My kids are grown but still at home.
  + What would be important for schools
    - Would like a smaller school – would view details for each to see **how many students attended.** I like smaller numbers of students in my classes.
    - Views details (Wow, there’s a lot of different stuff here) I don’t know if this tells me school size. “I don’t see what size of campus it is”. Doesn’t see “Small size” in summary. Wants to look at the website and sees URL.
  + Opens filters and feels there’s some useful stuff.
  + Update Tuition & Housing…
    - Selects military status & other options. Doesn’t see updated results (do they update under the open accordion).
  + “There’s a lot of good information” Mentions “all-girls school” “Christian campus” Type of training “VET TEC”

15 minute commute task: 1. As long as I had a zip code, went good. It was hard to pinpoint a location without the zip code.

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

* RALEIGH & DURHAM

Wonders if you can put in more than 1 location at a time? WOW IT WORKED!

Wonders “how far apart are those 2? We were stationed at Ft. Bragg” I’m not sure if it’s showing me if it’s the same campuses… it’s showing me a lot in durham, it may not be showing me Raleigh. Maybe I could click compare… It seems like there should be a lot more schools.

I could just look up North Carolina but that would give me too many. I’d think it’d have to be an independent search. There’s a comparison button… if I could compare – it’s show me the same info & they’d be set up side-by-side. Seems to think the comparison would appear below the map.

What else would you like to compare: this has the info I want. View more details takes me to the extra info I need.

Other QUESTIONS

Chapter 35 – knew the name because she’d done research on that previously. Tuition benefit went away. Housing benefit… don’t think I get that. IS THIS A BUG IN THE CALCULATION SYSTEM?