**Warm-up Questions - 5 minutes**

Floyd / Ed Russell – worked with several organizations – check out Warrior Scholar Project (Yale, Harvard, USC) Academic Bootcamps. Veterans are an underserved population. (WarriorScholar.org, Ryan Pavell ED – could feed us participants as well)

Wonders if Reddit / Veterans is working for recruiting sessions. Also look at Veteran sub-reddit – it’s a good spot to get more info.

Veteran, Navy, Male, using Ch31 most recently; was pre-9/11

On hiatus with education… devil bug due to devil president. Needs 2 classes to finish liberal studies degree. Has 200+ credits from 12 institutions.

Did he know about GIBCT previously?? Not sure.

**TOP OBSERVATIONS**

* First look at estimates: knows they aren’t accurate for him because he’s in the minority population (Ch31, not post-9/11)
* Able to open & make updates to benefits. Sees change in housing allowance but doesn’t notice military status is spouse / not relevant for him.
* “VR&E should say Chapter 31”
* Suggests some sort of outcome-based rating on the [search result card].
* Doesn’t think “Search by location” will populate. Misled because “the cursor should have turned into a pointy finger thing.”
* Zooms in on map to narrow search with many results. Doesn’t use radius drop-down… Mentions that results aren’t narrowing down automatically as the map moves. (But also, says if it did it would slow down the map display)
* Notices distance from location on search card.
* Interested in school ratings and wonders who’s doing the ratings. Suspects they’re U.S. News & World Report.
* Consider institution type on search cards: “I despise for-profit universities but will tolerate this for a moment. When people see for-profit universities, they throw the resumes away.”
* Housing benefit would be something I’d take a look at as a matter of course.
* Likes the # of GI Bill students on search card “it’s a handy & key piece of information."
* Profile page: I like this. A lot of good information here.
* This is really deluxe and highly developed. I was not expecting this at all. I like the degree of functionality and the depth & intuitiveness of what your people have come up with. I’m really impressed with this.

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

Name search for ECPI gets 0 results; filters to North Carolina & gets 3 results

Sees & mentions housing benefit.

First looked at estimates and knows they aren’t accurate for him… knows that he’s in the minority population using Education Benefits. Mentions people using benefits like him are less & less (aging out). We’re not a gigantic data pool you don’t even need to fool with.

Opens “update tuition & housing” and makes adjustments. Isn’t seeing that military status is spouse / not relevant for him.

“VR&E should say Chapter 31”

***Recommends we reach out to “SCO” on reddit; knows the most about benefits suggests consulting with him on the effort.***

Search cards: “I despise for-profit universities but will tolerate this for a moment. When people see for-profit universities, they throw the resumes away.”

BGE DROPPED BY…

Should be some sort of outcome-based rating on the display.

People should know that if you attend a for-profit ECPI, Regents, University of Phoenix (for-profit universities) you’re wasting your damn time.

Felt that task was easy.   
 **Raleigh / ECPI University**

**Second Task: Location Search - 15 minutes**ANY SCHOOL IN RALEIGH with <15 minute commute

Doesn’t think “Search by location” will populate – I don’t know how to do this.

Misled because “the cursor should have turned into a pointy finger thing.”

Notices distance on search card.

Profile page paraphrased quote: I like this. A lot of good information here.

This is really deluxe and highly developed. I was not expecting this at all. I like the degree of functionality and the depth & intuitiveness of what your people have come up with. I’m really impressed with this.

To narrow search with too many results, zooms in on the map. Doesn’t use radius drop-down… Mentions it’s not narrowing down automatically as the map moves. (But also, if it did it would slow down the map display)

Housing benefit would be something I’d take a look at as a matter of course.   
Likes the # of GI Bill students – it’s a handy & key piece of information. To a lot of people that’s very important to people… like to socialize.

School rating is of interest. I’d like to see that… Wonders who’s doing the ratings. Suspects it’s U.S. News & World Report.