**Marsha – currently goes to ECPI University in Raleigh.**

1. First task - searches by name for ECPI University…
2. On Search results, makes note that Devry is “regionally accredited” later mentions “I don’t know what Regionally accredited means.”
3. Curious if you could search by programs of study and specifically interested in state schools. Thinks it would be helpful to know what’s available near the city I want to go to.
4. Would want to know schools: were fully accredited; academic ratings; pro-military; yellow ribbon schools
5. Ratings: Expects “ratings” would be how satisfied Veterans are. Mentions Military Times “Best for Vets” and there doesn’t seem to be any data to substantiate those ratings.
6. Sees search by location at the top of the page but doesn’t think it’ll work. Says “it’s broken, it’s muted.”
7. Doesn’t see the scroll bar in the search results. Says “it doesn’t scroll down”
8. Mentions schools aren’t appearing on the map where they actually are located.
9. This [map view] would be really helpful if you had to take public transportation.
10. When page is stuck on map, tries to use “Refine your search” to conduct a new search.
11. Syntax for location search: city name, state, zip.
12. Wonders how they come up with the different amounts of housing allowance for different areas.
13. Has difficulty scrolling on location search results … doesn’t see scroll bar in location search result display.

**Warm-up Questions - 5 minutes**

**Retired Army, Army Reserve Ambassador**

Used Post-9/11 GI Bill the past 2 years, nursing student at NC Central State University. I wish GI Bill could only be used for state supported tools.

**Initial Take - 2 minutes**

**First Task: Find a Campus - 5 minutes**  
  
Raleigh / ECPI University

Searches by name for ECPI University… ECPI isn’t fully accredited and you can’t be hired at VA (hospital) with this degree. It’s a problem with nursing and with engineering.

On Search results, notes that Devry is “regionally accredited”

Curious if you could search by programs of study and specifically interested in state schools. Thinks it would be helpful to know what’s available near the city I want to go to.

When you go to private, for-profit schools, none of their classes transfer to any other schools. Not like state-supported schools or large private schools. If I drop out now, none of that will transfer to any other school.

Government or tax schools should go to schools where you have greater flexibility.

I understand there’s a move afront to limit how much money the government pays to these private, for-profit schools. Once you’re in, they can’t get out. If a student is marginal, they fail the student and then charge them to take the class again.

**Second Task: Location Search - 15 minutes**ANY SCHOOL IN DOWNTOWN RALEIGH

Doesn’t see option to enter a location…

Would think that would be under the address of the schools.

Sees search by location at the top of the page but doesn’t think it’ll work. Says “it’s broken, it’s muted.”

Drops search radius down to 25 miles.

Wonders if schools were “rated for Veterans” – expects results for IHL.

Doesn’t see the scroll board in the search results. Says “it doesn’t scroll down”

I don’t know what “Regionally accredited” means.

“MyComputerCareer at Raleigh LLC” that’s obviously a private school. (based on name).

Mentions schools aren’t appearing on the map where they actually are located.

This [map view] would be really helpful if you had to take public transportation.

Would use zip code as the search criteria.

Would like to move the map

Page appears to be stuck on the map. Wants to use “Refine your search” to conduct a new search.

Syntax for location search city name, state, zip.

It’s a little odd that there are 2 results and the 2 schools are labeled A & C. Where’s B?

Suspects the distance is the crow flies.

The private, for-profit school… well the emphasis is on “for-profit.”

Wonders how they come up with the different amounts for different areas.

Seems like a really good tool for Veterans.

Scrolling on location search results is difficult… doesn’t see scroll bar in location search result display.

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

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