CT Redesign Testing - Feb. 2020

Mobile Participant 1 – Stephen

TOP NOTES

* **Not sure what “Search Employers” would be. Would be curious about that and how to access it.**
* **When searching for radius, mentions he’d use zip to search because it’d be a smaller, tighter search area**
* **Mentions “You may be eligible for up to” language indicates that’s the highest amount you might get**
* ***Searching radius, a***nticipates results are sorted by distance but mentions “nothing says how many miles away”
* Would want helpful info on “highest threshold of accreditation” and mentions wanting to filter by accreditation
* Not sure where to click to get to degree search function. Refine search doesn’t pique his interest for this task
* Transition from “Compare button > view details” was clunky and compare label / function wasn’t intuitive… “Compare to what?”
* In comparison view, anticipate that swiping sideways will “flip” to the same spot on compared school page
* Most important info to compare: Relative standing of school (ranking); Size of town; Single sanction honor system
* ***Interested in “# of GI Bill students” at schools***
* QUOTE: “VA has an obligation to note promote for-profit or non-accredited schools.”

Has several degrees. Has used up P-9/11 benefits; now interested in STEM.

Interested in

* Academic rigor of schools
* Esteemed schools
* Program rankings
* Veteran relation ranking

Initial impression

* Looks familiar, like a VA website I’ve used for healthcare
* Search for universities looks straight-forward
* **Not sure what “Search Employers” would be. Would be curious about that.**

Task 1: Search by location

* **When searching for radius, mentions he’d use zip to search because it’d be a smaller, tighter search area**
* Says he wouldn’t care about Veteran ratings
* ***Says “# of GI Bill students” is interesting***
* Tuition & housing are interesting to me.
* **Mentions “You may be eligible for up to” language indicates that’s the highest amount you might get**
* **Anticipates results are sorted by distance but mentions “nothing says how many miles away”**
* Would want information on “highest threshold of accreditation”
* Mentions wanting to filter by accreditation
* QUOTE: “VA has an obligation to note promote for-profit or non-accredited schools.” About 15 minutes in.

Task 2: Degree Search

* Not sure where to click to get to degree search function. Refine search doesn’t pique his interest
* Wonders about swiping right / left to get to more tools (to find degree search)
* *Uses “View details” to get to profile page*
* *Clicks breadcrumb to get back to search page*

Task 3: Compare

* Transition from “Compare button > view details” is a little clunky
* Compare label / function wasn’t intuitive… “Compare to what?”
* In comparison view, anticipate that swiping sideways will “flip” to the same spot on compared school page
* Would like to see data in landscape view
* Most important info to compare: Relative standing of school (ranking); Size of town; Single sanction honor system