CT Redesign Testing - Feb. 2020

Mobile Participant 2 – Miles

TOP NOTES

* “You must have to know the location or the school to do a search here”
* Wonders how to search for an “online only” school
* Curious what Search employers is and wonders if he can scroll / swipe side-to-side to see more
* Doesn’t expect “Search by degree /major” to be under Refine search; Suggests having “degree / program” as part of default search
* Profile page – Assumes “single point of contact for Veterans” will link to contact information
* Profile page – doesn’t use jump nav. Says you “have to scroll a lot here”
* Profile page – expects there to be an email to the school at the top of the page
* Doesn’t know what “compare” button does at first
* Able to select schools to compare but has trouble getting to the compare view / tray
* Mentions there’s too much information about the schools to retain; would like a summary
* While looking at Compare view: “Not really seeing the differences between the 2 schools”

Has several degrees. Has used top-up; P-9/11 benefits;

Interested in

* Specific programs
* Whether school is approved to take GI Bill benefits
* Would like one-stop-shop to see type of degrees a school offers and if they can accept GI Bill benefits

Initial impression

* You must have to know the location or the school to do a search here
* The tool includes only schools that can accept GI Bill benefits

Task 1: Search by location

* Wonders how to search for an “online only” school
* Assumes warnings & closings are for schools that are bad for Veterans, (predatory,etc.)
* Likes that the # of GI Bill students is shared prominently
* Likes ratings
* Mentions accreditation as a deciding factor
* Not sure how results are being sorted / displayed

Task 2: Degree Search

* Curious what Search employers is and wonders if he can scroll / swipe side-to-side to see more
* Doesn’t expect “Search by degree /major” to be under Refine search
* Suggests having “degree / program” as part of default search
* Profile page – likes ratings
* Profile page – Assumes “single point of contact for Veterans” will link to contact information
* Profile page – doesn’t use jump nav. Says you “have to scroll a lot here”
* Profile page – expects there to be an email to the school at the top of the page

Task 3: Compare

* Doesn’t know what “compare” button does at first
* Able to select schools to compare but has trouble getting to the compare view / tray
* Mentions there’s too much information about the schools to retain; would like a summary
* “Not really seeing the differences between the 2 schools”