CT Redesign Testing - Feb. 2020

Participant 2 – Caitlin

TOP NOTES

* would like to enter zip code for search so the results would be more specific
* not sure what the order of appearance of results is; would like it to be ordered by schools where VA would recommend you spend your benefit
* likes accreditation view; would like supporting info on what accreditation is and why it’s important
* jumplink functionality on desktop isn’t obvious to her… suggests a “Scroll to” label and more distinction between the items
* finds jumplinks order problematic… aren’t alpha, don’t seem to be VA priority
* suggests “Return to top” at bottom of page
* Mentions wanting comparison to not be apples to oranges (programs may be online / inperson at different schools so housing rates would be different)
* Would like to be able to return to search from bottom of Compare page.
* Didn’t think she’d have to deal with Compare Tray after selecting a single school. Expects compare tray would appear after 2 schools were selected.
* On open, compare tray blocks search results. Participant says “it made me have to scroll”

Interested in looking for

* schools with her degree program
* schools where it’s easy to use GI Bill benefits. Would look to school’s website to get initial feel for that info

Initial impression

* likes simplicity of dashboard – not too many choices for user
* likes you can start with school or with location
* feels you can get a general, not personalized, estimate

Task 1

* would like to enter zip code for search so the results would be more specific
* not sure what the order of appearance of results is; would like it to be ordered by schools where VA would recommend you spend your benefit
* likes accreditation view; would like supporting info on what accreditation is and why it’s important
* doesn’t mention seeing content which explains what estimate is based on

Task 2

* institution details panel is too busy
* jumplink functionality on desktop isn’t obvious to her… suggests a “Scroll to” label and more distinction between the items
* suggests “Return to top” at bottom of page
* asks whether you can return to search results from bottom of page
* finds jumplinks order problematic… aren’t alpha, don’t seem to be VA priority
* Not familiar with Principles of Excellence, so doesn’t care about it. Suggests adding more context or info in sidebar
* On Compare screen, mentions Veteran Programs, Cautionary info, Complaints aren’t relevant to her
* Mentions wanting comparison to not be apples to oranges (programs may be online / inperson at different schools so housing rates would be different)
* Would like to be able to return to search from bottom of Compare page.
* Would like to compare up to 4 schools

Didn’t think she’d have to deal with Compare Tray after selecting a single school. Expects compare tray would appear after 2 schools were selected.

On open, compare tray blocks search results. Participant says “it made me have to scroll”