CT Redesign Testing - Feb. 2020

Participant 4 – Erin

TOP NOTES

* Likes that it appears you can search by location – you don’t always know the name of the school you want
* Wonders if ranges vary or can be adjusted by user
* Expects to see info for VA contact person on search results cards
* Likes accreditation info and # of GI Bill Students on search results cards
* Wants to see money first
* Doesn’t see / doesn’t use jumplinks
* Unclear about what information would be behind “View details” link
* Says she’d like a side-by-side comparison. Selects “View details” when asked to compare. Eventually gets to comparison view.
* Interested in whether schools have a Veteran Center

Currently using benefits

Interested in

* schools that are close to current location
* information about program & whether she can get in-person housing

Initial impression

* Looks straight-to-the-point
* Likes that it appears you can search by location – you don’t always know the name of the school you want

Task 1

* Easily found the radius drop-down
* Wonders if ranges vary or can be adjusted by user
* Wonders about community colleges; easily finds where to de/select them in School preferences menu
* Curious about Closings & warnings; wonders how bad the infractions are
* Expects to see info for VA contact person on search results cards
* Likes accreditation info and # of GI Bill Students on search results cards
* Wants to see money first
* Not sure how results are sorted

Task 2

* Unclear about what information would be behind “View details” link
* Interested in whether schools have a Veteran Center
* Interested in degree programs to see if they align with her past studies
* Doesn’t see / doesn’t use jumplinks

Task 3

* Selects “View details” when asked to compare. Says she’d like a side-by-side comparison
* Eventually finds side-by-side comparison
* Able to scroll up the page
* Tries to click Compare tray button on profile page. Expects to see schools she’s comparing… and get back to search results