**CT Testing: Ratings – August 2020**

*What is your hypothesis for this research? We believe that Veterans will understand the rating categories and find the ratings useful, especially in determining the Veteran experience at a particular school.*

**Participant #2 – Dan**

**Key Observations**

**Notices specialized mission filters**

**Expects ratings are “all time ratings” – suggests it would be helpful to have ratings for just the last 2 years.**

**Mentions he’d be interested in a rating for “facilities & services for Veterans”**

**Thinks rating trustworthiness is so-so**

**Mentions beneficiaries receiving transfer of benefit should be able to rate**

**Reads the caution flag. Notices conflict between high rating & caution flag on Lakeview.**

**Suggests school should have 100 ratings before they display.**

**If a school had a poor rating, would do more research offsite if he was really interested.**

**Who should rate: xfer of benefits – “but they’re a small number so their ratings wouldn’t have much impact”**

**Suggests short-term and historical ratings to capture fluctuation**.

**Intro**

Very familiar with Comparison Tool.

Has 9 mos of benefits

Selecting a school: previously – “path of least resistance” something easy & close by. Now – Interested in program, YR.

Would ask a friend about culture (restaurants, local culture), is it a good ROI on VA investment?

**TASK 1: Initial look at ratings**

Notices the ratings

Says he doesn’t care about Veteran opinions.

**Notices specialized mission filters**

**Task completion: 2**

**User Task Rating: 4 (fine)**

**TASK 2: Detailed Ratings**

**Expects ratings are “all time ratings” – suggests it would be helpful to have ratings for just the last 2 years.**

**Mentions he’d be interested in a rating for “facilities & services for Veterans”**

**Thinks rating trustworthiness is so-so**

**Mentions beneficiaries receiving transfer of benefit should be able to rate**

Says he would have taken ratings into consideration during his last school selection process

**Task completion: 2**

**User Task Rating: 4 (fine)**

**TASK 3: Comparing Ratings**

Reads & considers ratings of various schools

**Reads the caution flag. Notices conflict between high rating & caution flag on Lakeview.**

**Suggests school should have 100 ratings before they display.**

**If a school had a poor rating, would do more research offsite if he was really interested.**

**Task completion: 2**

**User Task Rating: 4 (Fine)**

**Other Questions**

**Who should rate: xfer of benefits – “but they’re a small number so their ratings wouldn’t have much impact”**

**Suggests short-term and historical ratings to capture fluctuation**.