**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 #Pilot - Dustin**

**Intro**

Familiar with CT

Would be interested in whether the school had an active Veteran Department, how flexible are professors with deployments

**TASK 1: Initial look at ratings**

Clicks View details… expects it to be more info coming down (open a drawer with more info).

**Task completion: 2**

**User Task Rating: No rating**

**TASK 2: Detailed Ratings**

Expects “large size” in summary heading is reference to class size

[Would prefer rating by institution title… NO PARTICIPANTS SAID THIS]

**Task completion: 2**

**User Task Rating: No Rating (ironic, right?)**

**TASK 3: Comparing Ratings**

Wonders if N/A is necessary. Says it means people chose not to answer.

**Task completion: 2**

**User Task Rating: No rating**

**Other Questions**