**CT Ratings – Usability Testing, Round 3**

November 2020

**Session 1: Adam, iphone**

**Ch33, 2006-2009.**

1. Helpful to have fellow Veterans’ perspective on schools
2. Assumes ratings are voluntary and “Not yet rated” schools have smaller Veteran populations
3. Lack of ratings wouldn’t discourage him from checking out a school
4. Benefits are the #1 consideration: Money first, ratings 2nd
5. Most important ratings: Overall experience; Online (given current circumstances)
6. True to expectations – What you expect it to be.
7. Wonders why the # of GI Bill students is less than # of ratings
8. Other ratings: Insights into what housing is like
9. Likes breakdown of rating scores
10. Feels ratings are trustworthy: “It’s VA. What motivation would they have to provide misleading information?”
11. CT Redesign
    1. Would like an interactive map that shows housing near campus.
    2. Was interested in school with Accreditation, Smaller school / smaller class size

**Interview 2 – Eric, desktop**

**Ch33, GWU**

1. Looking for affordable program
2. Assumes # of GI Bill students is current students
3. Not sure what “ratings” means
4. Most important ratings: Veteran friendliness (culture); Veteran community
5. Possibly interested in an “Alumni support” rating category
6. Anticipates ratings would impact enrollment & is concerned schools would want “bad” ratings removed.
7. Comments that you can get “Education ratings” other places – don’t have to get them from the VA
8. Complaints would be a red flag, more so than low rating scores
9. Wants ratings in side-by-side comparison

CT Redesign

* EYB / Total paid … Timeframe isn’t clear
* Need a Ph.D. to figure out your benefits
* Doesn’t think it’s VA’s place to say what the cost of living is in Palo Alto, maybe just have a link
* Wants to see EYB and Ratings in side-by-side comparison

**Interview 3 – Amanda, desktop**

**Ch33, hasn’t used it yet**

1. Important factors in School Selection: Accreditation, cost, GI Bill Coverage, Programs.
2. Says of ratings, “That’s pretty clutch.”
3. GI Bill support is most important category. Then Overall experience, Quality of Classes, Online instruction, Veteran Community, True to expectations
4. Why aren’t schools rated: Might be new to the GI Bill program
5. Doesn’t want school to use ratings against her
6. Would like comments but “this is pretty good.”
7. Wonders about the relationship between Quality of Classes and Online Instruction
8. Detailed categories are more helpful to her than the overall score
9. Assumes overall score is average of all scores
10. True to expectations = “what is advertised is what you get”
11. Ratings are trustworthy (99.9%) – very important that it’s just Veterans.
12. Might be helpful to add a rating about walkability / accessibility

CT Redesign:

* Maybe add degree levels to the school card.
* Notes she’d like to compare schools side by side
* Wants to compare prices, out of pocket

**Interview 4 – Steven**

**Ch33, has used some, planning on using it again.**

1. Curious about criteria for ratings on SRP – sees details on profile page
2. Uses jumplink to get to ratings details
3. Thinks 4/5 is a high rating; 3/5 would be “fair”
4. Quality of classes would be most important category
5. Ratings definitely wouldn’t be a deciding factor
6. Considers hypothetical 182 ratings to be a “small number” of ratings
7. Would take a screenshot of 1 profile to compare it to another school
8. Trusts VA so would also trust ratings
9. Ratings are definitely helpful.
10. Came to realize the importance of Veteran Community at the school as he progressed in the program.
11. Interested in reviews: I’m always curious the bad one thinks.

CT Redesign:

* Would be helpful to have more information about housing / in-person rates vs. online
* Would like a side-by-side comparison with financial breakdown, ratings & overview info
* Mentions that “tuition” on SRP card is misleading – looks like that’s the tuition for school, not the coverage you’d be eligible for.
* If a school had 0 GI Bill students, that’d be a red flag

**Interview 5 – Jennifer  
Montgomery & Ch33. Has used some, planning on using it again.**

1. Wants to see the negative inputs
2. Date of review (ratings) is important to her
3. Non-biased information is important
4. Feels like the categories are good and “hit all the benchmarks Veterans would have”
5. Feels lower scores represent honest ratings
6. “Not yet rated” on SRP doesn’t stand out / catch her attention
7. Feels Complaints area is more useful and provides more important information than ratings

CT Redesign:

* Interested in Yellow Ribbon payments.
* Can we fix the bug where it says yellow ribbon pays $99,999?
* Accreditation is very important.
* Likes historical information
* Wants to see when the data in the CT was last updated.
* Wants to search by degree field and then identify options to compare