**CT – Search & Filter Testing**

Lessons learned.

* 30 minute sessions aren’t log enough
* Recruiting: When recruiting for “assistive tech,” include the specific program names for screenreaders to ensure you get screenreader users: JAWS, VoiceOver (iOS), NVDA
* Recruiting: When recruiting for “mobile,” include specifics about the devices you’re looking for: iPhone (6s or above).
* Recruiting: Clarify language about benefit usage.
  + Using the education benefit themself (not transferred to child/spouse).
* It was easier to get mobile participants into screensharing mode than the last time we conducted testing on mobile. Perigean coaching sessions helped a lot! Perhaps people also have more experience sharing their screens on mobile devices due to the pandemic.

**Moderated testing so notes are limited. For fuller picture, see other files in this repo.**

**Participant 1. Willard. Mobile Phone.**

1. **On CT landing page, uses “Search” in header to look for school before scrolling down into page.**
2. **Tries to search for school in main VA.gov site search (Profile pages should be indexed in VA.gov site search)**
3. **Uses autocomplete to fill in the search results**

**Participant 2. Richard. Desktop**

**On staging, tries to filter SRP results by country and then filter by state.**

When trying to get to a different search result, doesn’t clear text out of the search field.

Didn’t expect to click anything to make filters work but did expect to have search button to make search on SRP work

Says search “didn’t work as I expected”

1. Says he has dementia.

**Participant 3. Marvin. Desktop w Assistive Tech (special glasses)**

1. Autocomplete on landing page was helpful
2. Filters aren’t of interest
3. Mentions Online & inperson selections are for “Other options” (aka filtering, not adjusting housing allowance)
4. Autocomplete makes his search difficult
5. “enter” makes it search
6. Filters should stand out more

**Participant 4. Corey. iPad**

1. **Mentions he’s not sure what the individual programs (filters) actually are**
2. Not sure which “apply to” use
3. **Wants to be able to compare schools**
4. **Suggests wanting to view schools by size (student population)**

**Participant 5. Jordan.**

1. **Returns to landing page to search for a new school**
2. **Clicks “Search” button to execute search action**
3. **On SRP, able to filter results by state easily**
4. **Mentions having the type of degree (AA, B.A., MS, Ph.D.) would be helpful**
5. **Mentions “location” in search field label includes state**

**Participant 6. Jenny.**

1. **Conducts initial search easily**
2. **On SRP tries to filter by state (VA)… doesn’t realize text is still in search field**
3. **Looking for a location that’s a certain number of miles from her home**
4. **Tries to use Women-only and HBCU filters to return results for “schools like Spellman”**
5. **MIT task: searches acronym**

**Participant 7. Consuela**

1. **Quickly ends up on “Get help choosing a school”**
2. **Doesn’t clear search field so only sees MIT result when trying to do follow-on searching**

**Participant 8. Daniel**

1. Had a lot of trouble with search button
2. Uses breadcrumb to return to CT landing page
3. Mentions he’s looking for “search bar” on SRP
4. Mentions “city search isn’t working well”
5. Doesn’t realize that Veteran Programs / [check] Yellow Ribbon means that school participates in the YR program