103 Test Observations

P6 – Jared, 4/23/2020

**Clicks on “View details” to get to profile page P6**

**Is unable to find 103 indicator unassisted P6**

**Looks for 103 in tuition & fees P6**

**Looks for 103 info on About this Tool page on benefits.va.gov (via Tuition & fees learn more link) P6**

**Anchor link to About this tool / Tuition & fees is broken P6**

**Says About this Tool page is a wall of words P6**

**Wants SCO contact info (email & phone # ) easily findable P6**

**Protection against late VA payments “is like a kick in the gut”P6**

**Reads modal multiple times – doesn’t seem aware that it’s always the same content P6**

**“Additional information”: “this is helpful. P6**