**SCO Migration Usability Testing**

**Participant 1**

**10/17, 1PM**

**Bryce. U of Portland. 101**

**Top Insights & Observations**

1. **Revisits key pages multiple times to learn how to do the SCO role**
2. **Webinars are very helpful - signed up for everyone and saved all PDFs.**
3. Signed up for every webinar I possibly could. QUOTE
4. **Normally would find page via google search**
5. **Able to find Required training easily. Says new link stands out.**
6. **Subscribes to every email possible but still feels like he’s missing information**
7. **Doesn’t open accordions on page without being prompted to.**
8. Linked headings are helpful… When the links are buried in the text, they look “spammy.”
9. Typically uses the va.gov / education page … Students come to him overwhelmed and they just need someone to tell them what to do. Often looks at VA.gov to find information for students since the language is already crafted for them. **SIMPLE SUGGESTION: ADD VA.GOV/EDUCATION LINK TO RESOURCES FOR STUDENTS.**
10. New, clean, streamlined layout makes it a lot easier to scan information and find resources.

THANKS SO MUCH FOR DOING THIS. This is tangible clear evidence that people (at VA) are listening and trying to make it better for us.

No experience doing usability testing.

Officially an SCO since July. Does have experience with SCO students.

**Signed up for every webinar I possibly could. Saving all the PDFs.**

Looking for Student Benefits that aren’t in the SCO Handbook. Wants info for Students, not for me.

There was once a factsheet for study abroad. Wasn’t able to narrow the search to find information just on education benefits (fact sheet).

Directed students to Portland VA office when he didn’t have the info he wanted.

**THERESA… NICE JOB STAYING COOL THROUGH THE TECH CHALLENGE**

Scenario 1 – SCO Handbook

* Route: peruses homepage. Goes to slab nav. Education landing page. … looks like it’s focused on students. Found it but says “It seems a little hidden.”
* NORMALLY – would give us and Google search it.

Scenario 2 – Required Training

* Has visited it so many times, the link is in [cache]
* I could be wrong but now it isn’t something that really stands out. This is good.

Scenario 3 – Webinar

* Process was “way better than usual.” It was really straight forward.
* Subscribed to every email I can. But still feels like he’s missing. Sometimes he’ll go to a particular page [Education and Training, for example] and just scroll through to make sure he’s not missing anything.

Scenario 4 – STEM Content

* Often looks at VA.gov to find information for students since the language is already crafted for them.
* Would start this task on the Education landing page.
* Remembers seeing a page called “Factsheets” and that was information that was useful.
* Generally students are asking something very specific. Uses factsheets to copy content and send to students.
* OBSERVATION… he’s not opening the accordions. Consider opening Essentials accordion to give visibility to high priority content.
* “Essentials for SCOs” – would be information just for certifying students.

Scenario 5 – Housing Calculation changes

Scenario 6 – Beyond Certification

* Always talk generally about what it means to get a scholarship and best practices for applying.
* VA (benefits) pages seem a little overwhelming. Maybe something that’s right in front of you, you don’t see because there’s too much. Linked headings are helpful… When the links are buried in the text, they look “spammy.”

**GENERAL IMPRESSIONS**

One thing I like… how open it seems. Not squeezed together. This seems like an interactive webpage.

Sidebar isn’t as visible as it could be. Wonders about how it could be more visible / apparent.

Ease of access is clearer.

ORDER OF PAGE…

Makes a lot of sense. Looking for resource or access to something.

Likes having the Handbook here (upper right side)

Likes the “Ask a question” widget.

OBSERVATION – Mentioned on Education landing page that the sidebar wasn’t visible but off the top mentions 3 things in the SCO sidebar he likes.

Wonders about switching Events & Policies. Events at the bottom because that’s what he’s used to seeing…

Didn’t specifically notice the announcements.

What do you think would be in Policies & Procedures… FINDS FACTSHEETS! Maybe the SCO Handbook… Likes that there’s access to Yellow Ribbon. Not sure he’d come to this area to find the “Principles of Excellence.” Not sure where it’d be but unlikely in Policies.

Would be helpful to see the student side of benefits application. (In policies & procedures).

Q: Mentioned resources for students that you go to VA.gov… Typically uses the va.gov / education page … Students come to him overwhelmed and they just need someone to tell them what to do.

**SIMPLE SUGGESTION: ADD VA.GOV/EDUCATION LINK TO RESOURCES FOR STUDENTS.**

Q: In your work as a SCO, have you come across or do you use the term “Informational Letters” (Letter from the Director of Educational Service at VA)

Notes:

THANKS SO MUCH FOR DOING THIS. This is tangible clear evidence that people (at VA) are listening and trying to make it better for us.