**SCO Migration Usability Testing**

Participant 3

10/18, 10 AM

Melissa, 7 yrs - Jamestown Community College. 83

* Really likes new page – “More clear-cut and user friendly. **I have to dig to find information on current page. I like it!”**
* **Sees and appreciates multiple paths to critical resource, SCO Handbook in particular.**
* **Uses jump links.**
* **Opens accordions unprompted.**
* **Not able to find info on / link for required training**
* **Not able to find info on / link for required training**
* **Likes the Average processing times. That’s new and helpful information to provide to students.**
* Advanced Topics: thinks it would contain odd scenarios – Extension campuses, Basic housing, Housing for online studies. Chapter 31 “a link to that area” and your VA Counselor.
* Finds link to Forms & Handouts helpful, would use that.
* Recognizes “Ask a Question” even though it looks different. Mentions she likes that it’s in the same position as on the old page.
* Uses GIBCT to get “numbers” for her school. Refers students to GIBCT for this as well. Feels format is well-liked.

***LATE ENTRY DUE TO TECHNICAL DIFFICULTIES***

Scenario 1 – SCO Handbook

Page EXPLORATION: **More clear-cut and user friendly. I have to dig to find information on current page. I like it!**

Very easy…

**I like that there are multiple ways to get to the SCO Handbook (Key Resources and Big Green Box).**

Scenario 2 – Required Training

* Uses jump link.
* Opens accordion “Click on the plusses”
* Doesn’t see link for actual training itself.
* Searches page… not seeing required training content outside of accordion.

Scans page multiple times… never sees link for Required Training.

Scenario 3 – Webinar

* Usually gets webinar notifications and RSVP’s via email. Doesn’t usually find them – or look for them - on the site.

Scenario 4 – STEM Content

“That’s a good question. I don’t normally do that.” (isn’t familiar with STEM. Program is largely irrelevant to her work at community college)

Explores page a bit… maybe it’s under Advanced Topics…

Can’t find it.

Scenario 5 – Housing Calculation changes

Assumes student would figure that out. Refers student to VA directly if they have questions about housing calculations.

TM Asks: What do you think about the “Colmery Extension Updates”? It’d be the required extension codes for the students I’m certifying.

Scenario 6 – Beyond Certification

Once participant is familiar with “Other resources for students” easily able to find Scholarships page accessible via link in that section.

OTHER THOUGHTS:

Seems pretty straight-forward.

**Likes that the “Ask questions” is in about the same area.**

**Likes the Average processing times. That’s new and helpful information to provide to students.**

Likes announcements – even though they have them in VA-ONCE, nice to have them here too.

Thoughts on “Essentials” …

**WEAMS: Took me a while to figure out what that was and where to find it on the traditional site. Nice to have here.**

Thoughts on what Advanced Topics would contain… Odd scenarios – Extension campuses, Basic housing, Housing for online studies. Chapter 31 “a link to that area” and your VA Counselor.

POLICIES AREA

* **Likes the link to forms at the top (sees the link at the top, above the accordion)**
* Likes the Forever GI Bill in this location and the quick access to the link.

Cindy Q: What’s missing? Nothing. I’d use everything here

Q: When TM asked you about the STEM scholarship, you mentioned “That’s a good question. I don’t normally do that.” What do you know about the STEM Scholarship?

* Geared toward 4year degree schools; we’re a community college… most of our veterans are in the trade programs.
  + Her school – mostly Trades, Mechanical, Criminal justice.

Q: Have you worked with the GI Bill Comparison Tool?

OTHER FINDINGS… Goes to GIBCT to get “our numbers” (numbers for their school). Refers students to GIBCT for this info as well. They’re usually surprised it’s out there and didn’t realize how many schools that are out there. The format seems to be well-liked, too.

Cindy Q: transferring military students? Some, not a lot. Most want to get out in the workforce quickly. From the VA Standpoint, M gives documentation that they’ll need [22-1995] and contact info for SCO at their transfer, COE if they have it, remind them that they can log in to VA site and check their benefits.