**SCO Migration Usability Testing**

Participant #4

Dorie, 3.5 years.

U of Wyoming. 460 GI Bill students

* **QUOTE on SCO Handbook: If I pull up the main screen, I’m a happy camper. If it’s right here on the page, I can get to it easily (like on this page), I probably wouldn’t download it anymore. I like having it right here. “I don’t even need my readers to see it!”**
* Uses jump links.
* Easily finds required training.
* QUOTE on Required Training: “**This would motivate me to get it done right away. The easier and faster we can find these resources, the faster and easier we can get our job done. I love this.”**
* Uses “Forms & Factsheets” to find information about STEM Program & Forever GI Bill Changes (Housing)
* **“I get asked all the time how to apply for benefits. I love that top link.”**
* **Feels Connect with us panel has all the right numbers in it.**
* ***Anticipates that upcoming and past webinars would be on the same page… doesn’t mind scrolling on this page. (GOOD SOLUTION FOR MVP)***
* **Expectations don’t match content of Advanced Topics… expects things that are coming down the pike, aren’t there yet.**
* Loves that recordings of VA ONCE are included.

Only her and her supervisor on the campus.

SCO <1 year.

Scenario 1 – SCO Handbook

* Education & training / School administrators…

**Has downloaded it (locally) because she always had to go hunting for it.** Finds it in the right sidebar.

**If I pull up the main screen, I’m a happy camper. If it’s right here on the page, I can get to it easily (like on this page), I probably wouldn’t download it anymore. I like having it right here. “I don’t even need my readers to see it!”**

Scenario 2 – Required Training

**Finds jump link, easily sees 2019 training. This would motivate me to get it done right away. The easier and faster we can find these resources, the faster and easier we can get our job done. I love this.**

Scenario 3 – Webinar

Just click on Upcoming Events jump link… to see what’s out there & being offered and to find that training.

I can see the December one. I like it’s in Date order.

Scenario 4 – STEM Content

One student brought the hand-out about STEM to her.

Goes to Policies & Procedures… thinks it would be under forms & fact sheets.

Felt like it would take a little more clicking & hunting to find it. Sometimes you have to do that and you find other things while you do it.

**Not sure what Principles of Excellence would be.**

Scenario 5 – Housing Calculation changes

**Would want to see a link that said something about recent GI Bill changes.**

Thinks it would be under “Forever GI Bill Changes” on factsheets page… which it probably would (but not as anticipated.

Scenario 6 – Beyond Certification

-probably want them to give information about scholarships & financial aid. Would have them fill out a fafsa and then UW scholarships / financial aid information.

GENERALLY

Looks so clean and organized.

Likes FAQs along the side.

**Likes “connect with us” because on the other site, it’s hard to find the phone numbers. Many of those numbers I have on my bulletin board because I can’t find them on the site. These are the numbers I need. Especially the call center one.**

**Like the email updates. A lot of people complain about not being in the loop.**

**“I get asked all the time how to apply for benefits. I love that top link.”**

Q: What do you think would be in the 2 areas under Policies and procedures.

Begin the Process: How to apply for the process & how to certify.

* On open:

Learn about the GI Bill Program**: Where you’d go to find info on a specific policy.**

* **Oh, this is great. I haven’t been here quite a year and am still learning.**

WEBINARS

* ***Anticipates that upcoming and past webinars would be on the same page… don’t mind scrolling on this page. SUGGEST THIS IS A GOOD SOLUTION FOR MVP.***

The new site looks so clean & crisp and bright.

ESSENTIALS

* Expects the SCO Guide (Handbook), other documents that’d help with certifying information. Likes that the Handbook & VA ONCE Guide are the first 2 links.
* **Expectations don’t match content of Advanced Topics… things that are coming down the pike, aren’t there yet.**
* Likes that there’s a VA ONCE info button.
* **LOVE that there are recordings [of VA ONCE]!**

Advanced Topics – I wouldn’t have thought of that…