**SCO Migration Usability Testing**

Participant #5

Shannon

Colorado College. 9 GI Bill Students

1. **Love that the handbooks that are all in one place. That’s bigger than you may realize**
2. **Suggests “gifted benefits” information may be helpful.**
3. **Appreciates the new layout… mentions a long list of links is frustrating and would cause people to stop looking.**
4. **Notes that processing times vary. Suggests including “date last updated” for clarity.**
5. **Suggests adding “Find ELR” link in Connect with us panel. “Not always easy to find when you’re new”**
6. Suggests adding link to Chapter 35 (Voc Rehab) in program accordion.
7. **Thinks (informational letters) are announcements and should be included there. CONSIDER – reformatting the titles / links for those so it’s clear that they’re not announcements.**
8. **ADVANCED TOPICS – consider adding… The number 1 problem most people have is figuring out the debt information. The notice that it’s for a particular student comes separate from the bill. Any additional information you can add about that.**
9. **ADVANCED TOPICS – consider adding… VA Audits is another useful piece of information. Knowing what the schools are going to need to present to the auditors would be helpful.**
10. **Make sure it’s searchable on Google by “SCO.” So people can find it.**

**Gifted Benefits School –** have only dependents.

Not the SCO. Works with the families on the financial aid side. SCO is on the Registrar side. Shannon does the “front end” the SCO does the backend.

Used to go a lot when she was learning, doesn’t frequently visit now that she knows the ropes.

FINDING THE PAGE

* **Love that the handbooks that are all in one place. That’s bigger than you may realize.**
* VA ONCE is the least intuitive program I’ve seen in my entire life so it’s great to have the handbook easily accessible.

USES BACK ARROW

MENTIONS DUAL MONITOR

* **There’s not a lot of information on gifted benefits… might be nice to have info on gifted benefits.**
* Wonders about what’s in “overpayments” section.
* Likes that there’s not just a huge long list of links. People get frustrated and stop looking.
* Love that the handbook is right up front.
* **Wonders if averaging processing updates by time of year… This should be accurate information. Perhaps add a date (last updated / as of X date).**
* **Connect with Us –** **consider adding direct link to find ELR.** Not always easy to find if you’re new.
* CHECKS OUT GI BILL APPROVAL PROCESS ACC. “That makes sense”
* CHECKS OUT PROGRAMS ACC.
  + **IS THERE ANY INFO ON CHAPTER 35? It’s not GI Bill but does require SCO Certification Could just be a link to Chapter 35. (Vocational Rehab)**

Scenario 1 – SCO Handbook

* Finds it easily

Scenario 2 – Required Training

* Finds it easily

Scenario 3 – Webinar

* Finds it easily

Scenario 4 – STEM Content

* Finds it easily (because she’d opened the accordions and knew where resources were)

Scenario 5 – Housing Calculation changes

* Finds it easily (because she’d opened the accordions and knew where resources were)

Scenario 6 – Beyond Certification

* Finds it easily

Ordering & hierarchy

* Seems good.
* **Mentions could be helpful to have changes / updates clearly marked so people can track what’s new.**
* **Thinks that (informational letters) are announcements and should be included in the Announcements section. CONSIDER – reformatting the titles / links for those so it’s clear that they’re not announcements.**

ESSENTIALS

* Mentions she’s not familiar with WEAMS public
* **Training Webinars are vital for people who are starting. Especially for people at smaller schools.**

**Make sure it’s searchable on Google by “SCO.” So people can find it.**

**ADVANCED TOPICS**

* Those seem good.
* **ADVANCED TOPICS – consider adding… The number 1 problem most people have is figuring out the debt information. The notice that it’s for a particular student comes separate from the bill. Any additional information you can add about that.**
* **ADVANCED TOPICS – consider adding… VA Audits is another useful piece of information. Knowing what the schools are going to need to present to the auditors would be helpful.**

Gifted benefits: Post-9/11 service members can pass on their benefits to their children.