**GIBCT Colmery Act Sec 116**

**Usability Testing Session Notes**

**Participant 1**

Monday, June 3 11:00am – 12:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | Hispanic, Latino, or Spanish Origin, White or Caucasian | 25 - 34 |  | Army | VA |

**Findings**

* Assumed 9/11 was the right option, as that was the benefit he knew he had. P1
* Expected to be able to search for a VET TEC provider by school name in the search field. P1
* Wanted to see the address higher on the page P1
* Wanted to see a brief description of what each course covers P1
* Was on the profile page for a while before noticing the provider website link, would provide access to more information about the programs. P1
* Stopped scrolling at the estimate box. P1
* Wondered if the monthly BAH amount would be added or subtracted from the total paid to you. P1
* Did not realize the calculation was a multiple of the BAH and length P1
* Might select the "Get help choosing a school" link on the GIBCT Landing page P1

Recommendation

* Add length to the estimate box.
* Do not default 9/11, so they see VET TEC, as wll.