**GIBCT Colmery Act Sec 116**

**Usability Testing Session Notes**

**Participant 2**

Monday, June 3 3:00pm – 4:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | Asian | 35 - 44 | Master’s Degree | Marine Corps | VA |

**Findings**

* Attention was drawn to the radio buttons for online/In-person and by-passed benefit program drop-down. P2
* Not overly concerned about tuition as VA covers the tuition. It doesn't matter that much to me. P2
* When deciding on a course, would see what the industry leading certificate is for the area. P2
* Would expect to see "Instructor led" rather than "In Person". P2
* Interested in diversity of student body P2
* For static page, highlight that it does not use GI Bill entitlement P2
* On profile page, highlight that it does not use GI Bill entitlement P2
* Length of program is an important factor P2
* Many want to maximize benefit, so highlight BAH P2
* Would like type ahead is search box (type George and see all schools with "George" in name) P2
* Wondered why "Employer name" is a search option. P2
* Be more explicit about the fact that you can search for different types of things if you can (School vs. OJT) P2
* Consider length of program filter (2-year, 4-year, Masters, Boot Camp) P2
* "Traditional schools" vs. "Alternate school options" (VET TEC) P2
* Consider having helper text that describes program and benefits (what is VET TEC, What is Voc Rehab, etc.) P2
* In gray box, VET TEC rather than GI Bill pays tuition P2
* Wondered if there is one BAH rate for all, or if it would vary based on marital status and dependents. Would want to see a note mentioning that BAH is E5 with dependents for everyone P2
* Provide an "Apply Now" button P2
* Make it clear that you apply for VET TEC, then apply for the program P2
* "Learning format" seems more accurate than "Location" P2
* Users read the links in the upper right. P2
* "Application process" is misleading as it's the school's application process. Thought it was the VET TEC application process. P2
* Would like to be able to search for a skill set (cybersecurity, python, PMP, Java, etc.) P2
* Information on the Search Results page does not help me find a program. P2
* With Voc Rehab, you do not know, wait for someone to call, most don’t know it's available. P2
* Have filters that help refine and narrow the results set P2
* On results page, wonder skillsets the schools offer P2