**GIBCT Colmery Act Sec 116**

**Usability Testing Session Notes**

**Participant 3**

Tuesday, June 4 9:00am – 10:00am

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran, Servicemember | Male | Black or African American | 25 - 34 | Associate’s degree / trade certificate / vocational training | Air Force | MD |

**Findings**

* Important factors: ROI, useful skill, most beneficial, topic suited to aptitude P3
* Found the first 3 types of high-tech programs intriguing, but the last 2 are vague (media application and information science) P3
* Would look for "Reserve" instead of Veteran P3
* Missed Program drop-down (I have Post-9/11, so that's good) P3
* My question would be with VET TEC "I immediately saw GI Bill". Expected to see VET TEC P3
* Would search by city P3
* It doesn’t seem inherently obvious that VET TEC is part of the 9-11 bill. What is this? P3
* Wouldn’t know how to submit [VET TEC application] to VA Certifying official P3
* Seems like a separate program from GI altogether. P3
* May want a description - we go off chapters or maybe were moving away from the term chapter to keep it cleaner P3
* Does not immediately sound like a usable program at first glance P3
* Like the term VET TEC P3
* Would first try to use filters to find a specific program P3
* "Not sure what that program means based on the name of the program." P3
* Don't know which fields I've selected so far as he viewed the table with the first program pre-selected. P3
* "Given the significant difference in time and cost would wonder what I would learn in each [course]. P3
* Would call school for more information about the course P3
* Seeing GI Bill pays implies that VET TEC is part of 9/11 Read that BAH would be paid to me, but now
* Is VET TEC under GI Bill? P3
* Total paid to me is confusing - am I getting additional money on top of housing allow - unless this is like overseas stipend. "That's confusing, total paid to me." P3
* Would choose online on the landing page to find online course. P3
* # of other students P3
* Location would be of interest P3
* Would do background research to see school stats. Given that tuition is covered P3
* ZOOM had TBD tuition, so seems least complete P3
* I could view details on each to compare P3
* After quite a while on the page, I might use the learn more or the website link to learn more about programs P3
* Would use an .edu or .org site to compare programs, would avoid .coms. P3
* Like success rate , graduation rate, performance and stats like 95% of Veterans found program helpful and were able to find positions by the end of this program or shortly after. P3
* Would hope employers recognized programs/ certificates P3
* Nice option -have a compare schools option P3
* Would like to see a program description (UMBC training centers expands to show what you learn, like expansion better than links so you don't click wrong thing P3
* [a comparison feature] would be better than clicking each page. P3
* "Program name is too vague I do not even know what these are." P3
* Maybe have a (i) information here [near programs]. P3
* This [tool] only explains what benefit is not what the programs are. P3
* Having to go to the schools site is a lot more work even for those who are not lazy. P3
* "Would only use GI Bil CT to find out what I was going to be paid" P3
* Found numbers confusing This shows your total payout, now I' even more confused" P3
* Solely check GIBIll tool to see if I'm being paid the right amount and if school is covered P3
* His Process - find school on own, then go to the GIBILL CT and see what the monthly rate of housing would be
* Rarely look at what tuition is as it's paid as it's covered P3
* Look for public schools as private is more work. If I looked at private I'd also look for YR for private schools P3
* Noticed that the search box disappeared P3
* "This school (Zoom) is super vague - would actively avoid a school like this that does not have enough information. Even if its legit, there are zero Veterans, nothing showing what is going to be paid…So Next" P3
* "I…think..it's…good…um." P3
* The name of the tool is GIBCT. Did not know there were options to check other benefits. P3
* "Have found some information is inaccurate…tell students "if you want to know for sure, call the VA directly." P3
* A lot of VA websites have a standard look P3