**GIBCT Colmery Act Sec 116**

**Usability Testing Session Notes**

**Participant 4**

Tuesday, June 4 11:00am – 12:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | Hispanic, Latino, or Spanish Origin | 25 - 34 | Associate’s degree / trade certificate / vocational training | Army | HI |

**Findings**

* Is it total paid to me and BAH? Is part deducted? I'm confused. P4
* Like having info for contacts P4
* Like that it's basic. [Really basic] is what I hope to see [the layout and process essentially] P4
* Search is better than an alphabetically list that you have to scroll through tediously P4
* Many searches are terrible - prefer to use google. Would use google to find the GIBCT P4
* Liked seeing website and contact info P4
* How would you choose between the two? I don't know. P4
* Would never choose an online course as you do not get as much BAH P4
* Length of time is somewhat important, but would not care about the length as he does not feel rushed about school while receiving BAH. P4
* Confused by gray box - "Why is the total lower?" How is it calculated? P4
* Basic comparison function would be helpful P4
* Would like more information about the course P4
* Would like a link directly to the program description on the providers site in case the provider's site is terrible. P4
* If he knew the program name (i.e., zoom) he'd use a search box P4
* Would have more confidence in the school keeping the program description up to date, so would feel comfortable linking to their site. P4
* Feels the # of Veterans attending the school is an interesting fact, but it's value is neutral when it comes to deciding on a school P4
* Tuition is covered by the VA so it's not a huge factor P4
* Would like to see # of programs offered by a provider P4
* Likes having filters on the left side of the results page so you do not have to return to the landing page. P4