**GIBCT Colmery Act Sec 116**

**Usability Testing Session Notes**

**Participant 5**

Tuesday, June 4 1:00pm – 2:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Female | Black or African American | 35 - 44 | Associate’s degree / trade certificate / vocational training | Air Force | TX |

**Findings**

* Assumed the search results page contained a list of programs, not providers P5
* Length is an important factor P5
* Time per day is vital for those who work P5
* Remembered to enter VET TEC each time P5
* Would want to link off to the providers site as they are motivated to keep information up to date P5
* Would like to be able to check a box beside schools on the search result page to compare schools P5
* Wondered if one would be eligible even if they'd divvied their remaining education benefits up between children P5
* Was confused by numbers in the gray box, then worked out that it must be the length of the program x the monthly rate. Reiterate length in the gray box. P5
* Might download data at the bottom to compare programs P5
* Displaying an email address for the school would be important as people may not answer the phone P5
* Assumes the number of Veterans enrolled refers to the number currently enrolled. P5
* Assumed the one with TBD is brand new. Would prefer to see In the works / will be online soon, rather than TBD. P5
* Would expect the program name to hyperlink to the program description on the providers' website so Veterans can see what subjects will be covered. P5
* Filters on the search results page will be helpful once there are more programs. P5