**GIBCT Colmery Act Sec 116 – Round 2**

**Usability Testing Session Notes**

**Participant 1**

Friday, June 14 11:00am – 12:00pm

**Demographics**

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| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | White or Caucasian | 35 - 44 | Master's degree | Marine Corps | NC |

**Findings**

* "High-tech" is an out of date term. P1
* Note about not using benefits is effective. P1
* A quick way to say it would be "you get the same stipend and allowance you get with the Post-9/11 GI Bill".
* Hyperlinks to application forms are very helpful. P1
* Prefer to be taken to a form directly, rather than to a list of forms where one needs to locate the form themselves. P1
* **Preferred providers - "I somewhat see the merit of it, however I don't see how that incentivizes the Veteran to pick that particular provider. [The PP Column] seems erroneous without the what else. Is there an extra incentive to go to that provider? Is it quicker processing and approval to go to that provider? What is the 'so what' there?" P1**
* Seems like a limited list geographically. P1
* Since you're not limited in space, an additional header could…**Give a better description of the actual 'high-tech skills' that [the course] will facilitate**. Some of them, you can read between the lines, like obviously 'software development bootcamp'…so that software development, but is that specific to coding? With "Code Platoon', one would assume that's coding, but then **what does that lead into?.**..for TP2 and TP6…what?" I suppose you can click on ]the providers website link], but it might be more user friendly, especially as the list gets bigger, to **reference the specific technology industry skillset that the program supports. P1**
* Veteran attempted to click dropdowns on landing page.
* "If I'm a Veteran, yep, that's what I'm eligible for." P1
* "If I know about the program" and I want to see providers". P1 **RECOMMENDATION: Include a learn more link on landing page.**
* Noticed that a part of the search disappeared when VET TEC was selected and attempted to go back and it by clicking "All". P1
* Would search by "Detroit" in the search box. P1
* "Detroit, I guess I would try to search there to narrow it down if I know specifically where I'm going." P1
* Easily notices tuition and housing benefits. P1
* "Right of the bat it tells me I may be eligible for up to $5,389" for tuition and for housing $1746 a month, okay that makes sense." P1
* Understands that school has 2 programs and that he can click the radio button to update benefits. P1
* "I see the [provider website] link to learn more about the programs." P1
* Tuition and scholarship area was noticed in stride with no apparent confusion or concern. P1
* Moused over calculations while calculating monthly x length calculation in head. P1
* Notes that the address and school certifying officials info is good. P1
* "Nobody remembers the [form] number but having a hyperlink is helpful. P1
* "Previous high-tech experience may dissuade people as they may feel they don't have enough to apply, or will be ineligible if they have too much - let Veterans know that it's "for information purposes only". P1
* All looks fairly straightforward. P1
* [Knowing] "housing allowance in advance is very helpful…This tool, knowing the length of the program…and showing exactly what you are going to get for the duration of the term or the education program is very handy." P1
* Did not find any aspect of the process or page confusing. Noticed multiple links on the page. Feels that in "a reasonable length of time" you could get more information and apply. P1
* In "Additional resources" include a "What if I found a program that Is not listed here" link that enables Veterans to suggest programs for VA review and approval. P1
* Uses back button to return. P1
* Uses "Learning Format" filter for online. "Its pretty easy to see…". P1
* To compare the 2 schools, decides he has to click the back button, then come in for the Detroit school. P1
* While he at first mentioned that there is no way to do a side-by-side comparison, he then started the comparing # of hours for each course on results page, so he was, in essence, using it as a side-by-side comparison tool. (Win!) He later mentioned that he preferred this view as it allows you to compare schools. P1
* Would spend a lot of time on the provider websites looking at details to understand educational goals and outputs. P1
* Would look for 3rd party reviews that compare the programs. P1
* Would take tuition into consideration even though I'm not paying. P1
* Understands that tuition is a direct payment to the school based on past GI Bill experience. P1
* While he noticed the preferred provider indicator, but wasn't' sure what it would mean to him. P1
* Might have seen it as an endorsement if he hadn't read about it earlier. P1
* "Don't see how that's supposed to effect my decision…I don't think [whether or not the VA got a refund on their tuition if I couldn't find employment within 180 days.] would affect my decision making". P1
* Given the press older IT schools have received recently, he'd be…naturally skeptical that they would refund 18K if I couldn’t find a job…Would assume there is small print. Don’t see it as a roaring endorsement of the school's program, but more like a gimmick. P1
* Feels there is no information on what the program is. P1
* Would want to see: What is the curriculum? What are the prerequisites? What is the course of instruction, what tech industry skillset will I be qualified in? what certification or licensure will I receive? There is a professional certification for everything. Feels employers expect you to have professional certification in today's job market. P1
* As part of educating veterans you may want to let them know what basic certifications they'll need to be considered for various jobs. P1
* Would like to see a standardized set of information on the results page so you can compare as you scroll down: Length of course, pre-requisites, skillsets, curriculum bullet points, certificates & licenses. P1
* Would want basic information on the CT and links and contact information that allows Veterans to learn more. P1
* Feels the course is a better format as it allows you to compare and you can search for all courses by a single school if you wish. P1
* The names of the schools and courses are pretty ambiguous. P1
* "The list of courses, then being able to search by schools specifically Is a more user-friendly format." P1
* Filters on the left are very handy P1
* Didn't understand what "Employers only" would mean on a GI Bill comparison tool - (Recommendation: mention OTJ or apprenticeship?) P1