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

**Usability Testing Session Notes**

**Participant 2**

Friday, June 14 1:00pm – 2:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran Service Member | Male | White or Caucasian | 25 - 34 | Bachelor's degree | Air Force, Army | MD |

**Findings**

* Static page, pretty clear, not too overwhelming. P2
* Easily Found VET TEC option. P2
* **He assumed that Veterans would use the Post-9/11 bill. P2**
* Selected VET TEC quickly and easily. P2
* Would enter "Detroit" in search box. P2
* Noticed the rate right away. P2
* Noticed preferred provider. P2
* Wondered if 2 might be the same thing, DSDT, then noticed different tuitions. P2
* Noticed what he was eligible for quickly. P2
* Easily used Learning format feature to filter for online. P2
* Preferred provider so that's nice - liked the tip seemed to view it as a helpful hint. P2
* Would view details or google to see reviews about it. P2
* **Overview of what course provides**, length, price, what to expect, what certification I’ll get, pre-requisite requirements. P2
* **"This is less that I thought**…" because you have to use the link and phone number. P2
* First thing he'd do is check out the website. P2
* Length and format matched his expectation. P2
* Liked seeing "estimate my benefits", what VA pays to school. P2
* Liked seeing total paid to you so you know what you'll get. P2
* "This is pretty descent, not as overwhelming as I thought it would be." P2
* **Would definitely go to the school's website for more details. P2**
* VA sites look government-esque without extra picture, direct without being confusing. P2
* Would go in to each record to find out about each. P2
* Noticed website link right away. P2
* Noticed that VA would cover the whole cost. P2
* Doesn’t matter to much about what the costs are as the VA is covering the cost. P2
* Would make decision based on length, paid to me and **credential upon graduation.** P2
* Would talk to SCO or go to school website to learn about credentials. P2
* To compare: "What would be easy if I had two computer screens". P2
* Being asked about the B version confused him - so no preference is noted. Seems like the landing page will lead you to this one. Search result page is more specific - gives me what I want to see and then I make a decision. P2