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

**Usability Testing Session Notes**

**Participant 3**

Monday, June 14 11:00am – 12:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | Hispanic, Latino, or Spanish Origin | 35 - 44 | Associate’s degree / trade certificate / vocational training | Army, Navy | TX |

**Findings**

* Did not know to select VET TEC - did not read the static page. P3
* Would have selected "colleges and universities". P3
* Would use search for city, but also later noticed city and state. P3
* Would use learning format for online. P3
* Understood how to see benefits for 2nd program listed. P3
* Understood that length plays into the calculation. P3
* Understood that School receives tuition and that he'd receive the housing. P3
* Felt like the site contained the right amount of information. P3
* Would do 3rd party research. P3
* Would click the school’s website. P3
* Liked the layout of the list of courses. P3
* Noticed points of contact. P3
* Noticed application info on the profile page and the Apply for VET TEC link in the Additional resources box. P3
* Was startled by fields disappearing; however, he was relieved that he had fewer questions to deal with and could just click the search button instead of juggling more information. P3
* Did not know meaning of preferred provider (and there is no learn more to read about it). Assumed it meant they'd been approved for VET TEC and going there would be faster because they are approved. P3
* Suggested having an instructional video that walks people through the processing of finding a VET TEC course field-by-field. P3
* Thinks the site providers the right amount of information. P3
* Was not sure how he'd find a course on cybersecurity. P3