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

**Usability Testing Session Notes**

**Participant 4**

Monday, June 14 1:00pm – 2:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | White or Caucasian | 35 - 44 | Master’s degree | Army | NC |

**Findings**

* Bypassed the Other program drop-down, missing VET TEC. P4
* When guided back, found VET TEC radio button. P4
* Understood how calculation worked. P4
* Understood that selecting courses updated the benefits panel. P4
* Understood the benefits panel. P4
* **Would click off to school website for more information. P4**
* Liked that there isn't too much information and that page is clean. P4
* Really liked seeing that other vets were using the course so he could contact them and get their thoughts. P4
* Likes tables of information in general and likes that it has the key data. P4
* Liked that there was a direct link to apply. P4
* Liked that the course price is right there on the results page. P4
* Understood that a range meant that courses have different prices. P4
* Likes that you can calculate what you get yourself. P4
* Used the term "**hybrid**" before seeing it on the 2nd page. P4
* Liked learn more beside Preferred provider. P4
* Expected to see a message about leaving the VA site. He cares who the author of a page. P4
* Feels there is nothing confusing about the page or process of searching for a school. P4
* Thinks the site is clean and has a **good amount of information**. P4
* Feels like we provide a hyperlink with an answer beside each thing he might have a question about. P4
* Used the online filter effectively. P4
* The "Preferred provider" icon makes a difference to him. Noticed it right away and would give more consideration to that program. P4
* **Preferred the courses view as it allows you to compare many factors simultaneously - has all bottomline information right off the bat. P4**
* Would search for a provider name if it was not visible in the results set
* (even though he saw it 2nd). P4
* Would use the search box to find cybersecurity courses. P4