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

**Usability Testing Session Notes**

**Participant 5**

Tuesday, June 14 9:00am – 10:00am

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Female | White or Caucasian | 25 - 34 | Master’s degree | Army | TN |

**Findings**

* On the static page, may want to add a list of careers that Veterans are qualified to embark upon after completion of the VET TEC program. P5
* Static page - would expect a link in the eligibility section to a list of the programs as it mentions you need to be accepted by an approved program. P5
* Likes when links take you directly to the form itself. P5
* Knowing whether a course is offered online or in person is one of the first things you need to know. P5
* "Assume I'd use the Post-9/11" and almost missed the opportunity to view VET TEC programs. P5
* Opening the "Other GI Bill benefit or Program" was an afterthought, not her first reaction. P5
* Easily used each of the filters. P5
* Noticed the number of programs offered by each school. P5
* Understood why housing allowance was a range. P5
* Was familiar with the term hybrid. Felt it was the best label and suggested we could add a question mark icon or link in case people wonder what it means. P5
* Felt the "Preferred provider" guarantee of job placement was helpful to Veteran; however, did not spontaneously mention it as part of her decision-making process. P5
* Attempted to use state drop-down before search box when looking for "Detroit". P5
* Easily found the link to the school's website and was eager to click it and learn more about the programs. P5
* Very comfortable going to the school’s website to learn more about the program. P5
* Feels the profile page contains the right amount of content. P5
* Was able to easily interpret benefits. P5
* Understood how housing allowance is calculated. P5
* Understood how to see the benefits offered for each course. P5
* Very quickly found and used the learning format filter. P5
* From the School-based Results page, would go in and out of each school page to compare 2 online programs and mentioned that a compare 2-3 at a time feature would improve the experience. P5
* Felt the program-based Results page allow for easy comparison of programs. P5
* Would base decision on the learning outcomes of each course, along with format, length and potentially job placement statistics. P5
* Looked for a **"program concentration"** filter to view all programs that cover "cybersecurity". P5