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

**Usability Testing Session Notes**

**Participant 6**

Tuesday, June 14 11:00am – 12:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Female | White or Caucasian | 35 - 44 | Master’s degree | Navy | VA |

**Findings**

* On the static page, consider showing types of education before eligibility requirements. P6
* As Veterans graduate, mention outcomes of VET TEC program (i.e., James M. accepted a job at Google). P6
* Mention that more programs are being added all of the time. P6
* Was able to find VET TEC in solution. P6
* Would use search box to find "Detroit" schools. P6
* Would use "learning format" filter right away. P6
* Would use "Preferred Provider" filter. P6
* Assumed the housing allowance range had to do with ZIP Code. Later realized the school offered 2 programs. P6
* Wants to be certain that the full tuition will be covered. P6
* Would wonder about the difference between "Technology Professional 2" and Technology Professional 6". I wonder what the difference is. It’s not very descriptive at all. P6
* Liked seeing the benefits panel. P6
* Understood how housing allowance is calculated based on length. P6
* Like having website of school. P6
* Wondered if programs are selective. If she took the time to apply for VET TEC, would want to be pretty sure she'd also be accepted into the VET TEC program. P6
* Wondered if you could actually get a job after a two-week program, it's so short. P6
* Successful viewed benefits of the 2nd course by selecting the 2nd course. P6
* Feels the pages are really clear, very clean, not word heavy, likes that name of course is prominent, likes the website link appears a couple of times, feels the program table is clear, feels the benefits area is clear. P6
* Would like to see a link to email VET TEC with questions. (noticed one on the static page). P6
* Uses the back button generally, but some times uses breadcrumbs, depends on where mouse is on the page, if using a mouse, etc.. P6
* Only spoke about preferred provider icon when prompted. "Depends on your situation". She knows a lot of jobs are available for coding, but those with less exposure, may not know that. If its an online school in Detroit, their contacts may not be effective in other cities.) P6
* Number of GI Bill students was of some interest (though mentioned after all other aspects of courses - length, content, etc.). P6
* The programs results pages highlights program names which prompted her to say these are silly title. Would want to know more about the content of each course. Would like a 2-3 description of each course. Could be italicized, could be collapsed on the results page, but some people may not click to open it. Wondered what happen if program name was clicked - oh it goes to this page. Could also be on the profile page. P6
* Given the current names, the course-view page would be useful for those who already know what "Web developer" means.
* Interested in seeing a list of jobs you can pursue after taking each program. P6
* To find ITT Tech would use search box or filter. P6
* To find cyber security, would use search box (if label appeared to include it) or would look for a **"Program Concentration" "Position" or "Programs"** filter. Having such a filter would help Veterans learn about new career paths they can explore. (She had not heard of her major before and learn about it as she researched schools). P6