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

**Usability Testing Session Notes**

**Participant 7**

Tuesday, June 14 1:00pm – 2:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran, Family Member | Female | White or Caucasian | 35 - 44 | Some college | Air Force | MN |

**Findings**

* Was able to search for VET TEC providers immediately using Solution 1. P7
* Noticed the number of results returned (6) on the results page. P7
* Wondered about the difference between TP2 and TP6. P7
* "I'm not wondering anything Seems pretty straightforward." P7
* The 2nd time through, the user was startled by the online question disappearing. (WebEx's erratic scrolling resulted in the user being taken to the bottom of the landing page, where "online" the term she was searching for, was right in the middle of the screen. Made no comment as VET TEC was selected during the 1st scenario.) P7
* Seems not complete, no rough idea of what you'll learn (find this quote) Would expect to see a high-level overview, so Veterans know what programs cover. P7
* If the courses were the same, housing allowance may be a determining factor. P7
* Only talked about the preferred provider when asked. Didn't know what it meant - maybe that the VA preferred them and had worked with them in the past. The factor's ability to sway her would depend on the specific courses. If the subject matter of the 2 was the same, it may make a difference, but if it were on course that was of less interest, it would not make a difference. P7
* To find ITT Tech, she would use the search box, or later realized she could use the filter. P7
* To find a program in cybersecurity, she would use the search box if the label mentioned that program names were searchable. Otherwise would look for a filter, such as **"course name".** P7
* The courses-view is useful as you can dig around and explore. The program view is useful if you want to view by school. P7