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

**Usability Testing Session Notes**

**Participant 8**

Tuesday, June 14 3:00pm – 4:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Male | White or Caucasian | 25 - 34 | Bachelor's  degree | Army | DC |

**Findings**

* Easily found and selected VET TEC on landing page. P8
* Would enter "Detroit" in search box. P8
* Quickly noticed tuition and housing on the Programs results page. P8
* Thought housing may relate to ZIP Code. P8
* Would do 3rd party research about programs - check the neighborhoods, proximity. P8
* Preferred Providers is great. P8
* Drawn to the application process area. P8
* Questioned program names - assumed TP6 was more advanced that the TP2. P8
* Would type "Online" in Search box. P8
* Thought some may wonder when BAH arrive (all at once or beginning of each month). P8
* Would like a summary of what you learn (would be hard for VA to obtain syllabus). P8
* Would use search box for "ITT Tech". P8
* Would use Preferred Provider filter P8
* Thought it was odd that "Keywords" is the header of the left column when the search field is limited to city state school. P8
* Preferred providers are superior to others, would click the learn more link to learn more. P8
* On the school-based page, the BAH range ($825 - $2058) could confusion. Veterans may think they get an amount in the middle of the range, whereas it's a set amount based on course. P8
* Would want the school-base version to also display course underneath school name. P8