**GIBCT Colmery Act Sec 116 Veteran Discussion – Participant 7**

*June 14, 2019*

**Key Findings**

**Participant working with Provider-facing SRP has difficulty comparing programs.**

**Wants a “Course Name” filter to make it easier to find what she’s looking for.**

**Welcome and Opening Remarks (5 minutes)**

Are you comfortable if we record the audio and screen movements today? YES

**Scenario #1 (10 minutes)**

*Let’s assume you're moving to Detroit, Michigan and you'd like to advance your IT career by taking advantage of the VA's new high-tech program. Using the GI Bill Comparison Tool, how would you find a training course in Detroit and determine how much money you’d receive to help pay your rent while attending the course?*

…

Thoughts on how things are calculated… Has a good sense of how housing rate is calculated.

**Scenario #2 (10 minutes)**

*Let say you work full-time during the day and are interested in taking a web-based course in the evenings to build your technical skills. Using the site, how would you find a couple of web-based courses to compare?*

*[After participant finds at least two online programs (Code Platoon & DSDT]*

*If you were going to attend one, how would you decide between the two?*

*[After the participant has explored the prototype and shared thoughts aloud.]*

Still doesn’t say what you would learn. This isn’t my background but…

Just a “high-level overview”

*Look for “I broke it…” around 0:15 minutes - When the user said just now "I broke it," I think that it actually reveals something interesting. The interaction between the filters on the left and the content on the page may not be quite clear. From a UI perspective, this is exactly the kind of thing animation does a great job of solving. If you have any thoughts about how we might design for more clearer cause and effect, I think this is something that could be much more robust in our design system overall*

What does Preferred Provider mean? Thinks it’s a vendor the VA has worked with before.

Sees the Provider filter and says she’d use it.

Wants a “Course Name” filter.

Comparing the 2 Provider / Program SRP views. Benefits to both views. Provider focused screen is more streamlined and easier to parse.