**GIBCT Colmery Act SEC 107 & SEC 116**

**Usability Testing Session Notes**

**Participant 2**

Tuesday, July 9 11:00am – 12:00pm

**Demographics**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Female | White or Caucasian | 25 - 34 | Bachelor’s Degree | Army | PA |

**Landing Page**

* Did not understand cumulative service drop down. P2

**Search Results Page**

* Located and selected the correct card. P2
* Did not interact with filters in the left column. P2
* For the 2nd school, used the SRP to compare housing for 2 schools. P2

**Profile Page**

* Did not really process items in location drop-down. P2
* Would use "Get help choosing a school" for multiple reasons. P2
* Would try the school hyperlink to find answers. P2
* Wondered about the definition of a Kicker bonus. P2
* Correctly expected that if she selected “Yes” for Kicker bonus, the benefit amounts would update. P2
* **Would answer the Sec 501 "Did you first use your Post-9/11 GI Bill benefits before" question. P2**
* **Stumbled over and had to re-read slowly the "in person" part of "Where will you take the majority of your in person classes?"** P2
* Review all veteran programs. P2
* Was interested in student outcomes -- thought they were low. P2
* Wanted to read about the 1 complaint. P2
* **Would use location in the collapsible section to find a closer school.** P2
* Made no comment about the Additional information section. P2
* **Assumed UC Davis was the correct selection without clicking on the drop-down (had already experienced that many drop-downs are not wired up, so may have assumed it would not work).** P2
* **When asked to comment on the Location drop-down, noticed the "Technology Center".** P2
* Was concerned about the safety of campus locations twice. P2
* **Would use "Learn more" links.** P2

**VET TEC Landing Page**

* **Did not comment on the logo.** P2

**VET TEC Search Results Page**

* (Showed participant the SRP without the logo by accident)
* **Thought the preferred providers would be best.** P2

**Profile Page**

* **No comment when the logo appeared, when prompted, liked the logo and thought it would resonate with Veterans.** P2
* Liked the VET TEC name, as it combines Veteran and technology. P2
* Wondered about the type of campus -- whether students were only there for classes or there was a social life. P2
* **Would read the "Learn more" related to "Preferred Providers".** P2
* **Would read the "Learn more" related to the VET TEC tuition breakdown to understand more about the numbers.**  P2
* Really liked that tuition is divided and paid at 3 times. P2
* Understood the benefits panel and what amt Veteran would receive. P2

**Potential Recommendations**

* Consider hyphenating “in-person” (For P2)