GIBCT Colmery Act SEC 107 & SEC 116

Usability Testing Session Notes

Participant 4

Wednesday, July 10 9:00am – 10:00am

Demographics

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran Service Member | Female | White or Caucasian | 25 - 34 | Bachelor’s Degree | Army | FPO |

**General**

* Haven't used GI Bill tool, or GI Bill benefits
* Interested in degrees, cost, online courses

**Profile Page**

* Understood benefits panel and thought it was well laid out. P4
* Thought branch links may take the user to the external school site - but would have quickly figured it out. P4
* Veteran immediately began answering questions on the Profile page.
* "Walking through step-by step from top to bottom of the page.
* [When asked to find UD housing] It was pretty user friendly and easy to find and then it looks like the site is laid out pretty well. It looks simple, step-by-step…easy to follow questions to get to what you want." P4
* And it's good that there is the "Learn more" button because as I said, I don't really know what the Kicker is, just know that I'm eligible for it. P4
* Like seeing veteran programs, what they offer and what they do not. That's good.
* Like that all information is on one page. 6:23
* Would go to another site for BAH
* Nice that it shows housing on this site.
* Understands that left side effects right side
* Score 2! Knew to select in person and used drop-down right away to select the technology center. 11:46 Expected it to alter the amount.
* Used other location to find Irvine and assumed she'd have to know the ZIP Code. Would have to google it. OR would go to the school’s main website to see a listing of locations OR Get help choosing a school link
* When we finally pointed out school location: There it lists all of their location options and it has the zip codes. From here would enter the zip code (as she was already looking for a zip code) Goarmyed.gov website 25:19
* "If it's not going to have all locations, it should have the main location from the bottom. And then a secondary drop down that lets you pick which specific location out of that." P4

VET TEC

* Was fine with the logo P4
* Assumed all providers were preferred or they wouldn't be on the va.gov site P4
* Wondered what preferred providers meant P4
* RECOMMENDATION: Re-add the Preferred Provider "Learn more" link to the SRP by bringing back the filter) (Determine if it's preferred provider or preferred program) P4
* RECOMMENDATION - In the School Location collapsible area, display instructions above the listing that let the user know they can select a branch below to determine what benefits they'll receive in other locations. P4
* General Observation - While users scrolled the entire page and commented on various items of interest, no one commented positively or negatively on the School Locations section.
* VET TEC 28:26
* "If it were schools, I feel like it would be more universities that VET TEC Training." P4
* Would change state to Michigan, or Detroit as city.
* Clicked view details.
* I like this one better, it's bold,
* Like how it breaks I down a little more in depth
* Very quickly understands
* Like that you see both the online and in person at the same time because then you do not have to go back over to the left and change it. P4
* [The VET TEC Benefits Panel] looks very self-explanatory and easy to understand. P4
* Like that it offers approved programs first so you can see what is offered before you have to worry about how much it would cost.
* If it doesn't have what you want, you can go back out and pick a different one.
* Yes. Um, well, so I didn't really notice at first.
* Both logos - that fine good that it’s on the right side so it does clash with the left side, but it's nice to see them both, so you're like I'm still on a VA site and you go VET TEC is offered through the US Dept of Veteran Affairs and it makes it easier to corollate them together and remember that by seeing them both together.
* Preferred Provider - I noticed it - if it had a learn more, that would be good
* "I'm assume they are all preferred providers, or the VA wouldn't offer a program with them", so maybe and explanation of why that location - what makes it better than the others.