GIBCT Colmery Act SEC 107 & SEC 116

Usability Testing Session Notes

Participant 5

Wednesday, July 10 11:00am – 12:00pm

Demographics

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran Service Member | Male | Asian | 34 - 44 | Associate’s degree / trade certificate / vocational training | Marine Corps | FL |

General

* When selecting a school, convenience and what classes are offered were most important

Landing Page

* Was able to successfully search P5

Search Results Page

* Was interested in the filter on the left. P5
* Assumed the BAH $ on the SRP was the number (Enhancement: consider adding range, so people know they need to be more specific) P5
* Tried the View detail link

School Profile Page

* From prior knowledge, understands that different school branches of a single school may have the same or different BAH depending on the geographic distance between them (University of Florida vs. St. Petersburg) P5
* Was able to find technology center P5
* Understood that housing appears in the benefits panel P5
* "Total paid to you" is mis-leading.
* At first, didn't think there was a calculator to see 3/4 time. [Enhancement: Considering moving 1/2 and 3/4 control to the right side]
* Know that housing allowance will change if they change to online only courses 22:22
* "Okay, so these are different campuses, so this is where you select your home campus." Assumed all in Davis, so BAH wouldn’t change. Could all be in 1 square mile.
* Tampa - St Pete's Hour apart, Different housing then St. Petersburg, all 10 in same county - all have the same BAH
* School locations seems like a regurgitation of the first page, something I've seen already. Didn’t see all of the campuses broken down, but is that important?
* Understood that he'd need to look up ZIP for a new location.

* Didn't think it would change …as its currently being tested. I thought it was just a test, I didn't know what worked and what didn't work. 39:00

No time to review VET TEC Pages