GIBCT Colmery Act SEC 107 & SEC 116

Usability Testing Session Notes

Participant 6

Wednesday, July 10 1:00pm – 2:00pm

Demographics

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Veteran Service Member | Female | Black or African American | 34 - 44 | Bachelor's degree | Navy | MD |

**General**

* Used GI Bill

**Landing Page**

* Successfully used landing page P6
* Did not understand "Cumulative" P6
* **RECOMMENDATION for other project: Change "Cumulative" to "Total". P6**
* I look for less steps….When I'm thinking about college - for me - it's already pressure, so when I look at something, I don't want too many decisions. This is kind of like 1-2-3 steps, this is kind of user friendly …it seems to be pretty straightforward.

**Search Results Page**

* Successfully used search results page P6
* Liked the online and offline filter icons P6
* Very interested in the # of GI Bill students P6

Liked # GI Bill students on SRP

Tuition

First thought she had to go to the school site.

Then tried the hyperlink and view detail

**School Profile Page**

* Understood the benefits panel and that the left side controlled the right side P6
* **RECOMMENDATION for FUTURE: May want to make it clearer to veterans that the two sides work together P6**
* From prior knowledge, knows that housing relates to ZIP Code and has used an external DOD.MIL site to research BAH in the past. P6
* Was able to reason through the 25%, 25%, 50% though she initially said she didn't understand it and would click the Learn more link for an explanation of the tuition break-down P6
* Likes the tuition breakdown and feels it may incent schools to give Veterans the support they need to succeed. P6
* "I’m just trying to figure out, over here, I', guessing if I'm in-state it might change some information. Seems like the left-hand side lets me choose information specific to my situation and the right-hand side will reflect that information accordingly."
* No comment on locations as she stopped on the way down the page.
* At first, did not associate any calculator question with housing, then noticed online/in person and the new drop-down.
* "Maybe I'm missing it. Oh, I know it definitely makes a difference whether I take in person or online, so that would affect how much money I get.
* "[Upon opening the drop-down] Oh! Okay, so I guess they have remote locations at that particular site."
* Yeah, it took me a second to realize that the left side…it didn’t really pop out to me…it didn't stand out to me…"I wasn't getting that I could control my benefits, how they looked on the left-hand side and how they appear on the right-hand side."
* Might be good to have something that talks you through it. May be helpful
* As a veteran l when I'm coming off of active duty, I opted to call the un because there want; anything that was user friendly.
* For me coming off active duty there are lot of emotions and feelings, so you really want it to be as easy as possible, apprehension, am I going to get a job? Am I going to get into school?
* One of the first things I was nervous about was is I going to be able to get enough money to cover my bills going to college or should I just go straight to work
* 2 - Would use back button to return to search results to find Irvine. Found it.
* Looking at location section - knew housing would be diff as zip codes drive housing amts.
* Would take this zip to another site to look up zip.
* Loves complaints and campuses, historical information, retention info, graduation information, veteran information
* Tried to click the hyperlink branch name.
* "Hoping to see a BAH comparison for the different ZIP Codes." 29:50
* Didn't notice that new zip code field appeared after other was selected. When asked later in the test, quickly selected other and would enter ZIP Code
* "I would select other and put in the ZIP Code."
* 38:38
* Used the Defense travel management office calculator - caveat - capped at E5 and below.
* ".Mil or .org, I can trust it. Com or .info I'm leary about. I look for a reputable website."

**VET TEC Preferred Providers**

* Assumes all schools are preferred or they would not be on the VA.gov website P6
* Would click the provider record card to learn more (There is no learn more on the page currently) P6
* "There's a little star there that kind of stands out. I don’t know what that means. For me I'd probably click on that first." P6
* "I don’t understand what it's breaking down." I'd click 'Learn More'... [After a few seconds] Now I understand what it's saying.
* “I just had some questions; but knew I could click learn more and figure it out.”
* Logo - "It’s kind of cool, um, took me a few second to understand what it was." P6
* "I know I'm on a VA website."
* "[The breakdown] gives the particular school an incentive to ensure that the Veteran is getting the technical education they need to ensure employment." P6