**GIBCT Colmery Act SEC 107 - Round 2**

**Usability Testing Session Notes**

**Participant 2**

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| Thursday, July 25 9:00am – 10:00am |

**Demographics**

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| Veteran | Male | Black or African America | 25 - 34 | Some college (no degree) | Army | MD |

* Factors: Distance, price, quality. P2
* Confused by "Cumulative service" - oh how much time? P2
* Saw all results for University of California and reviewed information on the SRP page cards. P2
* Noticed housing allowance on the SRP Card. P2
* "Very Intuitive". P2
* In the past, has used other sites to look up BAH by ZIP and you have to know to choose E5 with dependent. P2
* Selected "View details" link for UC Davis. P2
* " [Get full quote] Wow, wow, wow…this is all good, you don't find this anywhere else…". P2
* To find the 2nd school, scrolled down to the collapsible "School Locations" section and selected Irvine. "Easy, Wow". P2
* Hard to find the Sec 107 question. P2
* When using the Sec 107 question - you don't know if it happened, you have to scroll up. P2
* It would be nice if the panel floated up and down the page so you could see the change. But I know that wouldn't work on all computers. Would like some kind of notification when something changes, maybe a simple confirmation message. P2
* Would use google to find ZIP Code. P2
* [The process of finding house allowance was] "The easiest process I've ever done in my life". P2
* We're used to filling out question after question for the VA and this was not too many questions. P2
* Once he knows the process, he likes to do things quickly, so he'd use the school locations section at the bottom of the page [as opposed to the Sec 107 questions] - "It's really quick". P2
* "Insanely intuitive". P2
* Excited to find all information in one place. P2
* The profile page brings together information you will not find anywhere else - you'd have to call a college counselor. P2