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

**Usability Testing Session Notes**

**Participant 7**

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| Friday, July 26 9:00am – 10:00am |

**Demographics**

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| Servicemember | Female | White or Caucasian | 25 - 34 | High school diploma or equivalent (i.e., GED) | Navy | VA |

* Factors: Location, affordability, tuition
* Started using GI Bill benefits in 07
* Used the tool recently in the hopes of finding graduate schools. P7
* Assumes the various branches that appear on the SRP are satellites. P7
* Would click "View details" on the card, even though the housing appears, as she wanted to know everything. Sometimes there might be rules and you might get a percentage of the benefits. Would wonder if she rates 100% of bill. P7
* Would make sure the Tuition & Fees amount is current by checking the school's website. P7
* "I want to know what I'm getting into. (So would view all details). P7
* Knows that the calculator fields adjust the benefits panel. P7
* Checked amounts for online and In person. P7
* Wondered at what percentage BAH would drop to the online rate. P7
* Used the back button to return to the SRP to view the 2nd school. P7
* Easily found the Irvine card on the SRP. P7
* Successfully used 107 drop-down to find Technology Center extension and looked to see if BAH changed. P7
* Successfully used "Other…". P7
* Would google to find an unknown ZIP. P7
* "Super easy". P7
* Whoa, [the collapsible School Location section] is really convenient… <-pull rest of quote from verbatim. P7
* The collapsible School Location section is convenient if you don't know all of the satellites a main school has. P7
* Being able to compare like that [in the School Locations section] is helpful - has the whole breakdown. P7
* The search results page as the 4 main campuses. P7
* Questioned at what threshold would she loose BAH. What percentage of in-person classes does she need to take each semester. P7
* Thought the "Online & distance learning" Learn more copy meant that she needed to find a place to enter her home ZIP Code, as it says "Your housing allowance payment will be based on where you do the majority of your coursework, not your school location.". P7
* "[The GIBCT] is a very good tool.". P7