**WEAMS Public in CT Research Findings**

**Office of the CTO - Digital Experience (OCTO-DE), WEAMS Public in CT, Education Data Migration**

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Sneha Kulkarni sneha.kulkarni@va.gov, Cassidy Beach [cassidy.beach@va.gov](mailto:cassidy.beach@va.gov)

*Once you've presented your research readout to your team, if you have a deck, insert a link to it here* [Research readout](link here)

**Jump to:**

* [Hypotheses and conclusions](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/sharing-research/research-findings-template.md#hypotheses-and-conclusions)
* [Key findings](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/sharing-research/research-findings-template.md#key-findings)
* [Recommendations](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/sharing-research/research-findings-template.md#recommendations)
* [Further research needed](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/sharing-research/research-findings-template.md#further-research-needed)
* [Who we talked to](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/sharing-research/research-findings-template.md#who-we-talked-to)

**Research Goals**

*First, set the context of this research by explaining how it fits into the Veteran’s journey. Explain what a Veteran might do before and after using this tool. What moments does this tool live in? Are there moments that matter to keep in mind? What are Veteran’s familiarity with tools like this? (do they use tools like this, or is this something new).* [*See the Veteran journey.*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/design/va-product-journey-maps/Veteran%20Journey%20Map.pdf)

1. Life stage - Putting down roots and moments that matter include engaging VA to access benefits and services.
2. Life stage - Reinventing myself and moments that matter include acquiring the appropriate education, new skills, and credentials.

*Then, describe your goals for this research*

[*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#research-goals)

1. Identify if users can find the content they are seeking.
2. Validate if users will benefit from the presentation of the WEAMS Public in CT.
3. Discover pain points or aspects of the design that need to be altered to improve the user experience.

**Research Questions**

*Research questions here*

[*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#research-questions)

* Are the users able to find what they are looking for?
* Will the users benefit from the updated presentation of the WEAMS Public in CT?
* What are the current pain points that users are facing?

**Methodology**

*Brief description of method chosen*

[*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#methodology)

Qualitative usability testing is the research method we used to test the feasibility of the solution. We focused on users behaviors, preferences, and overall experiences while interacting with the prototype. This method involved a small group of participants who represent the target audience.

Participants were guided through tasks in the staging environment and were asked open-ended questions to gather their thoughts and detailed responses about their experience. We will also captured notes about any issues, frustrations, or successes along the way.

This was a remote research study using Zoom.

**Hypotheses and Conclusions**

*Hypotheses or tasks for this research along with the conclusions you found If you conducted a usability test, list the success or task completion rate.*

[*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#hypotheses-and-conclusions)

*Hypothesis statement*

*("Maybe True", “Likely True”, “Definitely True”, “Likely False”, “Definitely False” or “Not enough information”) Why?*

Participants will easily find the information they are seeking if the presentation is intuitive and well-organized. A clear and user-friendly format should enhance the participants comprehension and overall satisfaction with the WEAMS Public functionality within Comparison Tool, ultimately improving their ability to make informed decisions and participate in the program. Participants will share potential gaps or areas for improvement in the presentation that could better meet their needs and enhance their experience.

**Key Findings**

*The 5-10 top findings from your study should be listed here. Write your findings so that if someone reads only these bullets they can leave feeling they got useful information and the study was worthwhile. Examples might be "Most participants used the Search field to find the form, and searched for the term 'veteran health'" or "Most participants struggled with the secondary caregiver section on the form".*

[*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#key-findings)

Licenses, Certifications, Prep Courses Findings

1. Most participants found the introduction language for licenses and certifications (L&Cs) “understandable”, “clear”, and “straightforward”.
   1. Most participants (8 out of 12) found the introduction paragraphs have “enough information”.
2. Most participants (9 out of 12) knew what prep courses were based upon their previous knowledge. The other participants (3 out of 12) determined what prep courses were by looking through the frequently asked questions (FAQs).
   1. Most participants (7 out of 12) like the way the FAQs were laid out. However, 4 out of 12 users stated they would like the questions regarding money listed first.
3. Most participants (8 out of 12) found the dropdown information that appears when they type in a license or certification name helpful.
4. Some participants (5 out of 12) noted it would be useful to have the state dropdown on the search page, instead of having it appear after a user completes their initial search.
5. Half of the participants (6 out of 12) said they would like to know more about a license, certification, or prep course, such as where they need to go for the license, a link to the registration, and what the reimbursement covers.
6. Half of the participants (6 out of 12) were confused about the prompt to submit a reimbursement form when 0 results appeared.
7. Most participants (8 out of 12) suggested improvements be made to the layout of test results, like putting them in alphabetical order.

National Exams Findings

1. Most participants (9 out of 12) found the introduction for National Exams understandable.
   1. Some participants (3 out of 12) were confused by the word “prorate”.
2. Most participants (9 out of 12) rated the overall easy or difficulty of navigating National Exams a 2 or above (on a scale of 1-5, 1 being easy).
   1. Some participants (2 out of 12) would like to see a search bar and found the order of exams “bothersome” or “irksome” because they weren’t in alphabetical order.
3. Most participants (7 out of 12) found the exams detail page “straightforward” and “pretty easy to follow”.
4. Some participants (4 out of 12) misunderstood what the exam dates meant.
5. Most participants (10 out of 12) said they would download the form and fill it out if they wanted to move forward to take an exam.

Programs Findings

1. Most participants (7 out of 12) said the program results gave them what they were looking for.
2. Half of participants (6 out of 12) found the error message helpful.
   1. Some participants (3 out of 12) suggested the error message provide suggestions based on similar words.

**Details of Findings**

*For each finding, list details with supporting quotes and images when possible. Please****add relevant keywords/labels to your findings****selected from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*. Adding keywords/labels to your findings will help others find research relevant to their work.*[*Learn how to add labels*](https://depo-platform-documentation.scrollhelp.site/research-design/adding-labels-in-the-research-repository)*in Platform documentation.*

*To add images: ![text](link - add image to github folder and link here with .png)*

**Finding 1:** Most participants found the introduction language for licenses and certifications (L&Cs) “understandable”, “clear”, and “straightforward”.

1. Most participants (8 out of 12) found the introduction paragraphs have “enough information”.

Labels: *WP: Verbiage*

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Introduction paragraphs for L&Cs

*Supporting data:* User 10 said "I think it could be condensed. I would say especially looking at it on a mobile device having just one paragraph above the dropdown the information can go in the FAQ section. Maybe just changing the verbiage to be like... the word reimbursement and reimbursable can be paired down - explain all of this in a condensed manner"

**Finding 2:** Most participants (9 out of 12) knew what prep courses were based upon their previous knowledge. The other participants (3 out of 12) determined what prep courses were by looking through the frequently asked questions (FAQs).

1. Most participants (7 out of 12) like the way the FAQs were laid out. However, 4 out of 12 users stated they would like the questions regarding money listed first.

Labels: WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Testing the usefulness of the FAQ section and the order of questions for L&Cs

*Supporting data:* User 4 said “What will my benefits cover? I’ll put that number one myself, and then I’ll just move 2 (How do I get reimbursed for the licenses, certifications, and prep courses?) and 3 (Can I get paid to take a test more than once?), 4 (What is the difference between a license and certification?), 5 (What is a prep course?) that’s how I would do it”

**Finding 3:** Most participants (8 out of 12) found the dropdown information that appears when they type in a license or certification name helpful.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Determining if the dropdown information is helpful for L&Cs

*Supporting data:* User 8 said *"*Yes. It worked as I expected. I think if I wanted to find something from Texas I don't think there's a dropdown coming out.

**Finding 4:** Some participants (5 out of 12) noted it would be useful to have the state dropdown on the search page, instead of having it appear after a user completes their initial search.

Labels: WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Helpful to have a state dropdown in initial search page for L&Cs

**Finding 5:** Half of the participants (6 out of 12) said they would like to know more about a license, certification, or prep course, such as where they need to go for the license, a link to the registration, and what the reimbursement covers.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Participants want to have more information about L&Cs and prep courses

*Supporting data: "Missing the 5 Ws [who, what, when, where, and why”*

**Finding 6:** Half of the participants (6 out of 12) were confused about the prompt to submit a reimbursement form when 0 results appeared.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Reimbursement prompt for L&Cs

*Supporting data:* User 13 said “I would be worried about following the instructions if it wasn't on this (approved) list.”

*Supporting data:* User 8 said “I would go back because I don't want to take a chance of getting the film submitted if it wouldn't be covered. I would go back to the search.”

**Finding 7:** Most participants (8 out of 12) suggested improvements be made to the layout of test results, like putting them in alphabetical order.

Labels: WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Order of search results for L&Cs

*Supporting data:* User 4 “Might want to go alphabetically instead of searching through each one. People get frustrated about finding the information/get short of patience. What's the logic?”

**Finding 8:** Most participants (9 out of 12) found the introduction for National Exams understandable.

1. Some participants (3 out of 12) were confused by the word “prorate”.

Labels: WP: Verbiage

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Introduction paragraph for exams

*Supporting data:* User 7 said "You can give the cost of your exams covered by the GI Bill even it you're already using the GI Bill. "We'll prorate the entitlement charges based on the actual..." doesn't click for me. The last sentence is kind of a catch-all"

*Supporting data:* User 15 said "I thought that was very straightforward. I wish L&C also said that "the amount covered by the VA may differ from the actual cost"

**Finding 9:** Most participants (9 out of 12) rated the overall easy or difficulty of navigating National Exams a 2 or above (on a scale of 1-5, 1 being easy).

1. Some participants (2 out of 12) would like to see a search bar and found the order of exams “bothersome” or “irksome” because they weren’t in alphabetical order.

Labels: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Difficulty of navigating the exams page

*Supporting data:* 3 users mentioned they'd like to have the exams in "alphabetical order" or categorization by "undergrad, grad, specialty"

**Finding 10:** Most participants (7 out of 12) found the exams detail page “straightforward” and “pretty easy to follow”.

1. Some users (2 out of 12) found the fee description confusing.
2. Some users (2 out of 12) didn’t understand what the globe icon symbolized.

Labels: WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Clarity of the exams detail page

*Supporting data:* User 5 said "Fee description is a little bit confusing because it's more of a test description. "

*Supporting data:* User 13 said "I don't know what’s not available (Highlights the website) I don't really know what the admin info means. So like there's I guess that's a building, and then a globe. But the globe is not available."

**Finding 11:** Some participants (4 out of 12) misunderstood what the exam dates meant.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Confusion regarding exam dates

*Supporting data:* User 4 "One user found the content useful "For reimbursement purposes, yeah. But the question of where to take the exam no, I wouldn't know."

*Supporting data:* User 10 said "Yes. I assume that the date under the fee description are the active dates the VA is covering. Are the dates important to me? If it's the days that are active it would be helpful for when I'm taking the exam. Why are the dates there? Do I need them for something?”

*Supporting data:* User 13 said “Assume the dates change yearly or are these dates you have to register and then take it? Now that I know what it means, yeah. It’s pretty much just telling you the price of the exam.”

**Finding 12:** Most participants (10 out of 12) said they would download the form and fill it out if they wanted to move forward to take an exam.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Participant understanding of how to move forward to take an exam

**Finding 13:** Most participants (7 out of 12) said the program results gave them what they were looking for.

Labels: WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Helpfulness of program results

*Supporting data:* User 10 said "It broke down the PhD programs but there's not one here I'm hypothetically interested in that would work for my current degrees. Having the option to search by program back on the main page of comparison tool…"

**Finding 14:** Half of participants (6 out of 12) found the error message helpful.

1. Some participants (3 out of 12) suggested the error message provide suggestions based on similar words.

Labels: WP: Verbiage, WP: Content

*List all labels that apply to this finding from the*[*research repository label list*](https://github.com/department-of-veterans-affairs/va.gov-research-repository/labels?page=1&sort=name-asc)*.*

Helpfulness of the programs error message

*Supporting data:* User 13 said “This one doesn’t have the autofill thing which would be nice. It would be nice if the error message said ‘try a different thing’ instead of just ‘enter a valid’”

**Additional Insights**

*Any additional insights that aren't "key findings." These can be powerful comments from users that don’t represent a pattern in this study, but may be part of one outside this study.*

* Regarding the participants’ overall experience navigating L&Cs
  + User 10 said "2 it's easy but it's just not super clear. The process is easy there's just not enough information on certain places. I feel like there could be more guidance or clarity"
  + User 12 said "Probably a 3. Unless I knew the exact verbiage of what I was looking for I would have had a hard time finding it. Being able to select "All" helps "
* Regarding confusion about what the exam dates indicate
  + User 4 said "Don't know where to go to take the exams. Just sees the cost of it. Imaginary dates on when he could get reimbursed from these times."
* Regarding wanting additional information for next steps within exams
  + User 1 said "To get here was pretty easy. I'd say a 3 because I'm at a standstill. In order to take this exam I do see this (College Board) I want more information about where or how to take it. I'm at a standstill."
  + User 8 said "3. The reason is not mentioning about the next step on how to book the slot or what to do after that. Gives me a not great feeling about what the next step is”
* Regarding improving search functionality of programs
  + User 5 said "4 I wasn't sure where the programs where it's really just a long list of everything in the same font and same text so I think it was kind of difficult."
  + User 10 said to have "filter options" instead of the search bar
  + User 10 said "It broke down the PhD programs but there's not one here I'm hypothetically interested in that would work for my current degrees. Having the option to search by program back on the main page of comparison tool…"
  + User 13 said" it's easy to get lost in all the numbers. layout is very basic. no formatting or anything and there's nothing to keep them separated from each other. they all look similar..."

**Recommendations**

*Put together initial recommendations here based on your findings along with supporting evidence. Review with your team, then edit as needed.*

* Exam test and L&C search results and list of tests should be in alphabetical order (EDM-681, Sprint 11)
  + *8 out of 12 users suggested to make improvements on the layout for the list of tests*
  + *(User 4) “Might want to go alphabetically instead of searching through each one. People get frustrated about finding the information/get short of patience. What's the logic?”*
* The FAQs should prioritize questions about money (EDM-682, Sprint 11)
  + *4 users wanted the questions related to reimbursement and benefits covered to be at the top*
  + *(User 2) said “Put the benefits covered first since that's the most important. Definitions should go at the bottom. Payments and fees should go toward the top since it's the most important for Veterans.”*
  + *(User 4) said “What will my benefits cover? I’ll put that number one myself, and then I’ll just move 2 (How do I get reimbursed for the licenses, certifications, and prep courses?) and 3 (Can I get paid to take a test more than once?), 4 (What is the difference between a license and certification?), 5 (What is a prep course?) that’s how I would do it”*
* Users are confused about the meaning of “prorate”
  + *4 out of 12 users had trouble understanding what prorate meant*
  + *(User 7) said “You can give the cost of your exams covered by the GI Bill even it you're already using the GI Bill. ‘We'll prorate the entitlement charges based on the actual...’ doesn't click for me. The last sentence is kind of a catch-all."*
* Dates on exams are confusing because users don’t understand the significance of the dates and their assumptions are often incorrect (EDM-705)
  + *5 users misunderstood what the dates mean*
  + *(User 13) said “Assume the dates change yearly or are these the dates you have to register and then take it? Now that I know what it means, yeah. It's pretty much just telling you the price of the exam. Assume the dates change yearly or are these the dates you have to register and then take it? Now that I know what it means, yeah. It's pretty much just telling you the price of the exam. Had a couple questions about what "amount" meant and what the dates indicated.”*
  + *(User 10) said “I assume that the date under the fee description are the active dates the VA is covering. Are the dates important to me? If it's the days that are active it would be helpful for when I'm taking the exam. Why are the dates there? Do I need them for something?”*
  + *(User 14) “The dates - what does that refer to? If you take it from this time to this time is that the going rate?”*
  + Potential solution: clarify what “Amount” and “Fee description” and dates mean
* Users would like the tool to be clearer about what the user’s next steps should be (related to EDM-707 Reword the “search for a testing site near you”)
  + *5 users felt that they didn’t have a clear idea on what they would do next after reviewing the details of the exam they were interested in*
  + *(User 1) said “To get here was pretty easy. I'd say a 3* (out of 5, 5 being difficult) *because I'm at a standstill. In order to take this exam, I do see this (College Board) I want more information about where or how to take it. I'm at a standstill.”*
  + *(User 8) said the user would give this experience a 3 out of 5, 5 being difficult “The reason is not mentioning about the next step on how to book the slot or what to do after that. Gives me a not great feeling about what the next step is.”*
  + *(User 4) said “Don't know where to go to take the exams. Just sees the cost of it. Imaginary dates on when he could get reimbursed from these times.” Rating the experience a 4 out of 5, 5* *being difficult*

**Next Steps**

*Review findings with the EDU business in WP in CT Requirements meeting on 2/19*

**Further research needed**

*If there are demographics that were not included in this study or you discovered that more research should be done, make note of that here.*

**Appendix**

[Research plan]([va.gov-team/products/education-data-migration/research-folder-weamspublic/research-plan-weamspublic.md at master · department-of-veterans-affairs/va.gov-team](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/education-data-migration/research-folder-weamspublic/research-plan-weamspublic.md))

[Conversation guide]([va.gov-team/products/education-data-migration/research-folder-weamspublic/conversation-guide-weamspublic.md at master · department-of-veterans-affairs/va.gov-team](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/education-data-migration/research-folder-weamspublic/conversation-guide-weamspublic.md))

**Tools used for Synthesis**

Microsoft Excel spreadsheet

**Pages and applications used**

Staging link to application that was used:

National exams: [GI Bill® Comparison Tool (Search By Name) | Veterans Affairs](https://staging.va.gov/education/gi-bill-comparison-tool/national-exams)

Licenses, certifications, and prep courses: [GI Bill Comparison Tool | Veterans Affairs](https://staging.va.gov/education/gi-bill-comparison-tool/licenses-certifications-and-prep-courses)

Programs: <https://staging.va.gov/education/gi-bill-comparison-tool/institution/11900116/institution-of-higher-learning>

**Other supporting documents created**

National exams: <https://www.figma.com/design/xAydfsAlVVmhnFQA9MkeYw/Design-for-WEAMS-Public-in-CT-%26-SOB?node-id=3178-275297>

Licenses, certifications, prep courses: <https://www.figma.com/design/xAydfsAlVVmhnFQA9MkeYw/Design-for-WEAMS-Public-in-CT-%26-SOB?node-id=3042-484125>

Programs: <https://www.figma.com/design/xAydfsAlVVmhnFQA9MkeYw/Design-for-WEAMS-Public-in-CT-%26-SOB?node-id=2273-321672>

**Secondary research**

Include any secondary research you may have.

E.g. web analytics, ForeSee data, SME interviews, competitive analysis, or other relevant research studies.

Nothing identified at this time

**Who we talked to**

*Complete the demographic info below using information from the Perigean recruitment survey. For those items where you didn't have participants, please mark with "0". You can use "unknown" if you aren't sure if your participants had a characteristic.* [*See an example*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/find-a-va-form/initiatives/2021-post-mvp-releases/research/research-findings.md#who-we-talked-to)

**Recruitment criteria**

*If you had specific criteria that you recruited for, use this space to explain what those were along with other information you feel would be important to understanding your participants.*

We talked to 12 **participants.**

Audience segment:

* Veterans: 9
* Caregivers & family members of a Veteran: 3

Gender:

* Male: 8
* Female: 4

LGBTQ+:

* Transgender: x
* Nonbinary, gender fluid, gender queer, Two-Spirit (Indigenous only), or another gender beyond man or woman: x
* Gay, lesbian, or bisexual: x

Devices used during study:

* Desktop: 4
* Tablet: 0
* Smart phone: 8
* Assistive Technology: 0

Age:

* 25-34: 10
* 35-44: 2
* 45-54: 0
* 55-64: 0
* 65+: 0
* Unknown: 0

Education:

* High school degree or equivalent: 1
* Some college (no degree): 2
* Associate's degree, trade certificate or vocational training: 1
* Bachelor's degree: 6
* Master's degree: 2
* Doctorate degree: 0
* Unknown: 0

Geographic location:

* Urban: 0
* Rural: 0
* Unknown: 12

Race:

* White: 4
* Black: 2
* Hispanic: 1
* Biracial: 3
* Asian: 2
* Native: 0

Disability and Assistive Technology (AT):

* Cognitive: 0
* AT beginner: 0
* AT advanced user: 0
* Desktop screen reader: 0
* Mobile screen reader: 0
* Magnification/Zoom: 0
* [Speech Input Technology](https://www.w3.org/WAI/perspective-videos/voice/) like Siri/Dragon Naturally Speaking: 0
* Hearing aids: Unknown
* Sighted keyboard: 0
* Captions: 0
* PTSD: 3

**Underserved groups we haven’t talked to**

[*Complete the VA recruitment checker for marginalized Veteran groups*](https://docs.google.com/spreadsheets/d/1pq7TSHZonfpzAQBJj6B2geGHlNUwZEs4DzEvxcRgu0o/edit#gid=1221033726)

This research does not include the perspectives of the following marginalized Veteran groups: *List all groups in red from the spreadsheet*

* LGBTQ+
* AT for captions, switch device, & braille reader