GIBCT School Ratings Discovery Interview – June 2020

P4: Thelma

Benefit: Voc Rehab, Started Sept 2019

**Warmup:**

Reasons she selected Independence University

1. Saw an ad on TV
2. They provided a computer
3. Recruiter made sure everything was in order

**Ratings Experience & Overall Value**

Uses ratings on Amazon, Target, Walmart

Especially pays attention to ratings for electronics – if there were issues with the product.

Says she’d scroll past anything with 3 stars or less.

Mentions if a review sounds too good to be true, It probably is.

Gives them a lot of weight – 6 out of 10.

Found school looking at google and weighed the pros and cons.

**Categories**

Important to her

Quality of classes

Contact with professors

Tech support

Employment opportunities

Advice for online classes

Knowing Veterans had gone through the process

*Category Review*

Employment prep – most important.

Veteran Friendliness – 2nd

Quality – most important . Classes & professors.

Institution Overall

Marketing – how’d the school bring you in – least important.

OTHER CATEGORIES

Rate of graduation

Ease of using benefits

WHO

Family should be able to rate.

**Where to place ratings**

Put ratings with Student Feedback.

OTHER: Complaints – can we have this content re-written. This is important info and no one can find it.

**Other info?**