GIBCT School Ratings Discovery Interview – June 2020

P8: Leonard

Benefit: Vocational Rehab

**Warmup:**

Has used VocRehab

Has heard of CT but hasn’t used it (wanting to do it this session)

**Ratings Experience & Overall Value**

Categories important to him: Quality. School’s ability to work with Veterans

Would view 3rd party info to verify – mentions BBB

Would skip product with only 1 star.

Interested in classes online due to PTSD

**Categories**

Interested in credibility, trustworthiness of working with Veterans, dealing with Veteran tuition issues., whether a school makes it easy to go through the process

Category Review

Veteran Friendliness – most important.

Institution Overall: work ethic. 2nd

Quality: how instructors work with students. 3rd

Employment prep – will they train you so you can get a job.

Marketing – leas important. Business ethics. This is why you have BBB.

Thinks all beneficiaries should be able to rate schools. “The more people the better.” Later says would be helpful to have view with just Veteran ratings.

**Where to place ratings**

Ratings should be on the SRP so people can see them quickly and make decisions.

Ratings on profile should be at the top.

Should have something that says these are Veteran ratings so people know they’re trustworthy.

**Other info?**