**GIBCT Colmery Act Sec 116 Veteran Discussion Script**

*June 3, 2019*

**Key Takeaways**

* Doesn’t immediately understand that VET TEC is a separate program from GI Bill
* Doesn’t feel like there’s enough information to really “compare” providers or programs
* Has insights into an improved Search Results page (search should search, show which filters are applied)

**Warm-up Questions (5 minutes)**

Before we look at the website, let’s start with a few warm-up questions.

1. What interest, if any, do you have in pursuing a career in the high-tech industry?  
     
   Tremendous interest. Interested in the cloud.
2. If you were interested in attending a high-tech training program, how would you decide what course to attend?

Typically would look at the certificate that’s required in terms of the domain. An industry-leading certificate. Or degree.

1. What factors would be most important to you when selecting a course?

Convenience.   
If Instructor-led programs, Location.   
Online, timing.

Make-up of student body of course: interested in diversity of experiences from all walks of life so you get different viewpoints & perspectives.

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
   Has looked through it but hasn’t used it to assess a program.

**Review the VET TEC Overview Page (5 minutes)**

<https://vagov-content-pr-433.herokuapp.com/education/about-gi-bill-benefits/how-to-use-benefits/vettec-high-tech-program/>

Do you have any questions about what you’ve read?  
  
Well designed page.   
  
Not seeing info about… Thinks it’s about GI Bill Benefit and doesn’t see where it explains how that works. That point, that it’s not using the benefit, is important and should be emphasized.

**Scenario #1 (10 minutes)**

Let’s assume you'd like to advance your IT career by taking advantage of the new VET TEC program. You are interested in finding a local training course to attend. Using the GI Bill Comparison Tool, how would you find a training course and determine how much housing allowance you’d receive while attending the course?

Please talk aloud and let us know what you are thinking.  
  
  
Likes “How do you want to take classes?” option – anticipates it’s going to filter results.

Maybe include an on-hover option for people who don’t know what the other benefit options are.

SRP: Anticipates items on left will filter results. (Country / State)

***Understands that the benefit is not GI Bill but why does it say “GI Bill pays to school”?***

If the program is truly free, why does it show a cost?

May want to call out that the housing rate is E5 with dependents…

Questions around Application Process – would recommend standardizing it. (Allow people to apply online). “I shouldn’t have to deal with the school itself until I’ve been accepted.”

I know it’s a comparison tool but I would take it a step farther and let people apply (send them the Veteran’s data through VA.gov).

Looks like there’s 2 layers – I have to get accepted by VA and then I have to get accepted by the school.

Part of the failure of the Vocational Rehab Program – you have so many hoops to go through. It’s a mess. And most people don’t even know about it.

What’s most important?

Duration. Contact info.

What needs clarification?

Location – thinks that label is misleading. Format or “learning format” is a better label.

Do you apply for the school or VET TEC first? That’s confusing.

No books? They’re included in the fees.

**Scenario #2 (10 minutes)**

Let say you're interested in taking an online course to build your coding skills. Using the site, how would you find a couple of online courses?

This wouldn’t be a helpful site for that. It’s only giving Post 9/11 – you’d have to give me a different site.

Using this tool to find out about the (VET TEC) program.

When you say “GI Bill” people just think about “Post-9/11 and Montgomery” bills.

Thinks online / offline radio selection on the landing page would filter programs to online / offline options.

***SRP doesn’t really give enough information to compare schools effectively.***

Would look at auto industry - used car features.

Doesn’t know what the schools specialize in… the results don’t give any information.

***The results don’t show what filters have been applied – so people won’t know, when filters are applied, what they’re really applied.***