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

*June 3, 2019*

**Key Takeaways**

* Confusion in general about the specifics of the VET TEC program (participant is a potential applicant but had a lot of questions about specifics)
* Veteran did not anticipate they’d have to select a program besides Post-9/11 GI Bill – confusion about whether VET TEC is part of GI Bill or a separate thing
* Confusion carries over to Profile page where benefits estimate says “GI Bill pays you…”

**Welcome and Opening Remarks (5 minutes)**

Are you comfortable if we record the audio and screen movements today? YES.

**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?

Absolutely. Definitely interested – given the way the world is moving. It’s better to be onboard than not.

1. If you were interested in attending a high-tech training program, how would you decide what course to attend?

Based on what’s going to be the most benefical, the best, easiest for me to learn. Something I could understand and something with a good return on investment.

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

Definitely the ROI.

(Looking at program categories): Media application seems vague, information science seems vague.

My degree – that I’ll get in July – is a business tech administration – kind of an Information Science degree.

1. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?

**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?

Still have 5 months on my GI Bill so that’ll be good for me.

**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?

In the past when I’ve used this comparison tool, i would click to make sure there weren’t other options (like reserve)

I’d for sure be interested in a brick and mortar – in person. I’d type in Baltimore to see what’s there or I’d check other cities.

PROMPT TO EXPLORE PROGRAMS DROP DOWN

Question: with VET TEC, require at least one day on GI Bill but that’s not the benefit I’m using. [was confused about VET TEC in the drop down]. It doesn’t seem like VET TEC is part of the GI Bill.

I work at the school for our SCO. VET TEC seems like a separate program from the GI Bill.

For benefits, we sometimes go by Chapter (Chapter 33, Chapter 30) – maybe we’re moving away from Chapters. At first glance, this doesn’t seem like a usable benefit.

*Wants to use the tools on the sidebar but they’re not functioning.*

“Technology Professional 2” – I have no idea what that means. Do those numbers mean anything? *Would look at length and tuition to get an idea of what they may be.*

Is VET TEC under GI Bill? It says “**GI Bill pays the school**.” It makes me think it’s going to be the GI Bill.

Housing Allowance doesn’t match the “Total paid to you”

**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?

*Uses “Online only” housing allowance radio anticipating it will filter to get to online programs.*

Would likely open another tab to check out the various schools – how their stats are holding up.

*Observes that the housing rate adjusted to online rate.*

On profile page – sees link to school to find out more about the school.

*Would go to other GI Bill comparison sites to get more information. Other non-military or non-VA sites to get stats on the school. Ranking, programs, etc. Would also Google “Best Schools for Vets” and get that. U.S. News – is a dot com, which I wouldn’t necessarily like to go to, but that’s a good one.*

Would like stats on # of Veterans attending, completion, job placement, etc., to compare the program.

Would be nice to have an option to really compare the schools.

Would be helpful to have an option where the program information was available

Would be great if the [search results page] had more information to help make the decision.

This is honestly only telling me what my benefits would be, not what the program is. I’d have to go to the school… [to get the information about programs].

I’d only use this to find out exactly how much I was going to get paid.

When I’ve used the Comparison Tool, I’ve solely used it to see how much I’m going to get paid and to see what schools are covered.

How I really use it… I go to the school first and check the programs. THEN go to the GIBCT to see what I’d get paid. I rarely look at the tuition, since I know it’s covered by the GI Bill. (then there’s the public / private difference but Yellow Ribbon deals with that).

*[After participant finds at least two online programs.]*

If you were going to attend one, how would you decide between the two?

*[After the particpant has explored the prototype and shared thoughts aloud.]*

**Scenario #3 (5 minutes)**

Let say you're interested in taking classes through Zoom Technologies. How would you learn about the courses they offer?

*Clicks “how do you want to take classes” thinking it will filter.*

Where did the “search schools” option go?

**Post-Task Interview (5 minutes)**

Now that you’ve had a chance to explore the site, I have a few final questions for you.

* What are your general impressions of finding information about VET TEC providers and programs in the GI Bill Comparison Tool?

The name is GI Bill Comparison Tool – I didn’t know that there were other benefits available there.

It’s not going to be obvious unless it’s said somewhere [that you can find VET TEC providers in the GIBCT] because it’s technically not a GI Bill itself.

* What additional enhancements or features would you recommend to improve the overall usefulness of this site?

A lot of VA sites have the same look but don’t have a lot of good interaction.

Recommends buttons instead of dropdown for “Which GI Bill… ?”

I didn’t even know there were other programs in the tool. I was used to using it for Post-9/11 so I’m used to just clicking through.

* How likely are you to use the GI Bill Comparison Tool in real life?
* Thinking about how you typically behave, would you be most likely to use the GIBCT on a desktop, tablet or phone?

I didn’t even know you could use it on the phone. I’d want the full browsing experience.

* Do you have any additional thoughts or comments you'd like to share?

I would still have so many questions about the program in general – eligibility, how to apply, what money they get, etc.

We’re not hearing people ask about VET TEC yet. But we are having a lot of people come in and ask about STEM.

When the program goes live, how do we know who does qualify? Where will that information be?

**Thank-You and Closing**

*[The moderator concludes each session by thanking the participant for their time and for offering his/her opinions and suggestions.]*

Thank you very much for taking the time to give us your feedback today. We really appreciate your help!