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

*June 3, 2019*

**Key Takeaways**

* Participant is confused by the numbers presented in the benefits estimate panel, “do you get all of it?”
* Prefers in-person training programs because the housing rate is better
* Would look for in-depth information on provider site
* Assumes “How do you want to take classes” is a filter

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

Are you comfortable if I record the audio as we talk 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?

[yes - lots of words]

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

Eligibility or recognition by VA. Location. Schedule & availability.

1. What factors would be most important to you when selecting a course?
2. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?

Nope.

**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/>

**Scenario #1 (10 minutes)**

More likely to filter by state than city.

… I’d open Detroit School of Digital Tech. I’d find out how much they paid if I came here.

**This total paid to me – is that different than the housing allowance? I’m looking at this and I’m confused. It makes me wonder if I get both amounts.**

It’s helpful that there’s an option to change tuition.

I was in school for IT – a lot of sites I interact with don’t get maintained or have really terrible search function. Sometimes it’s really difficult to get to the tool – like the GI Bill Comparison Tool. So I really just search Google to find it. Because I can’t find it on the site. It would be helpful if it had (a vanity URL).

To choose between the programs… I’d try to find more information about the programs. Looks like online / in person is the only difference here.

I’m familiar with the housing allowance. If there’s an in-person option, I’d choose that because the housing rate is better. Even if the online program was better, I’d take the in person to get the better housing rate.

**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?

HOW WOULD YOU FIGURE OUT WHAT YOU WERE GOING TO LEARN IN EACH OF THOSE CLASSES?

I would definitely want more about the program itself. Would like a basic comparison function… that might not be as helpful. It would be helpful to be able to compare across schools.

Would be good to be able to compare the costs of programs within a school to one another.

*Housing allowance varies based on length of program. May be helpful to include the length factor within Your estimated benefits panel.*

I would go to the school and see the programs. I wouldn’t make the decision solely on the money that you get.

It would be good to have the link right to that program.

**Scenario #3 (5 minutes)**

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

*Participant assumes that the “how do you want to take classes” radio button will filter results.*

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

**VA site is helpful but I’d definitely go to the school’s site for real, most current information.**

I’m still always going to look at the school website anyway.

SRP:

* number of students is an interesting fact but I’m neutral on that.
* I’d like a reference for the tuition for that school – if it’s above or below the state limit to know if VA will cover it.
* Maybe the number of programs offered… how many degrees they offer.

Everything is really straight-forward and clear.

Tools on the left are good – they allow you to make a quick change.

**Follow up questions**

1. What thoughts or questions do you have about finding information on programs that are not listed in the comparison tool?

**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?
* What additional enhancements or features would you recommend to improve the overall usefulness of this site?
* 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?
* Do you have any additional thoughts or comments you'd like to share?

**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!