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

*June 3, 2019*

**Key Takeaways**

* Wants the tool to be as simple as possible to use.
* Has several questions about the estimated benefits panel
* Wants and expects to be able to use the application on a mobile phone “because I’m on it all the time”

**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?  
     
   ***NO INTEREST***
2. If you were interested in attending a high-tech training program, how would you decide what course to attend?  
     
   ***Word of mouth. Find someone else who’s done it.***
3. What factors would be most important to you when selecting a course?  
     
   ***Where it’s at. Pay… Standards…***
4. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?  
     
   ***Used the GI Bill when I first got out. I knew where to go… I went directly to the community college.***

**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?

***It’s pretty simple.***

**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.  
  
***Is only familiar with 9/11 and doesn’t understand why he’d want to choose another program***

***I was looking at length of programs.***

***“This is cool because it breaks down what it gives the school and what it gives you. One less thing you have to scroll for. “***

***Would select the longer one because the amount paid to you is greater (doesn’t seem to connect that it pays more because the program is longer)***

***Prioritizes the housing allowance and amount paid to the Veteran over whatever the course is.***

***Curious if the housing allowance is a separate amount of money from the “Total paid to you amount”***

**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?  
  
***Is impressed with the amount of money that Veterans get paid.***

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

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

***Unless there was some sort of review, not sure how you’d decide. It doesn’t give you any information on the course.***

***Is the course going to get me to the job?***

PROFILE PAGE

Most important information…

* ***The information at the top of the page… Where in Chicago is it? Chicago is big.***
* ***Would be helpful to have information about the course. A description.***

**Scenario #3 (5 minutes)**

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

***If he knows the name of the school, would type it directly in search filter. [want to allow for VET TEC schools to appear in general search for any benefit]***

***Sees the link to visit the programs on the provider site.***

***I want information right at the beginning. I would put a little more contact info closer to the top.***

**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?  
    
  Make it really simple.
* How likely are you to use the GI Bill Comparison Tool in real life?  
    
  It’s easy.
* Thinking about how you typically behave, would you be most likely to use the GIBCT on a desktop, tablet or phone?  
    
  It would be easier on my phone because I’m on it all the time. Wasn’t difficult to use on a laptop.
* Do you have any additional thoughts or comments you'd like to share?