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

*June 14, 2019*

**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?   
     
   Expanding his knowledge.
2. If you were interested in attending a high-tech training program, how would you decide what course to attend?  
     
   Decide on the end goal and how to get there.
3. What factors would be most important to you when selecting a course?   
     
   Relevance. How easy it is to take – in person, self-paced., affordability.
4. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?

[ missed it ]

Okay, let's go ahead and walk through a few scenarios.

**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?  
  
Right off the bat, likes how clear it is. Easy to understand. Nice to know what I’m looking at and where I am on the page.

Housing allowance is good to know… that can make a big difference.

**Scenario #1 (10 minutes)**

*Let’s assume you're moving to Detroit, Michigan and you'd like to advance your IT career by taking advantage of the VA's new high-tech program. Using the GI Bill Comparison Tool, how would you find a training course in Detroit and determine how much money you’d receive to help pay your rent while attending the course?*

*Please talk aloud and let us know what you are thinking.*

*[After the participant has selected one of the DSDT programs and shared thoughts aloud.]*

Passes by the “OTHER GI Bill Benefits” initially and then clicks through easily once prompted to find the other program.

Would be interested in finding out what Preferred Provider is. Clicks link on Profile page to find out.

Likes the # of GI Bill Students – would be helpful to get other GI Bill students. “We’re not typical students… would be helpful to get their take.”

Length, format & tuition are all up front. Those are important. Really like that.

Likes having the tuition & corresponding calculations all on a single page.

Makes (correct) assumptions about the housing allowance calculation.

Clicks through on provider link… Would be nice to let you know when you’re leaving. The icon and pop-up box…

Then, easily tracks back to the GIBCT tab.

Clean. Clear. Not too much information.

Likes all the “learn more”

“All the places I have a question, you have the answer there” (in “Learn more” content)

**Scenario #2 (10 minutes)**

*Let say you work full-time during the day and are interested in taking a web-based course in the evenings to build your technical skills. Using the site, how would you find a couple of web-based courses to compare?*

*[After participant finds at least two online programs (Code Platoon & DSDT]*

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

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

Uses Learning format filter to get to online options. Says, “This [Preferred Provider Designation] makes a difference”

Assumes range of tuition costs would be the range of program fees at a provider.

To learn more about programs, would go to provider’s website.

**Alternative version of the Search Results Page**

*[Return to the result page]*

*We’d also like your thoughts on a different version of the results page. The version you just looked at showed a list of \_\_\_\_\_\_\_\_ . We have another version that displays a list of \_\_\_\_\_\_\_\_\_\_ instead.  
We are interested in your thoughts on which you find most useful.*

*Would you rather see and be able to compare providers (like on this tab) or courses (like on this tab)?*

Prefers Course-first approach.

You’d be mostly motivated by the actual course…

Has all your bottom line info right there.

Would be helpful if the length of the course was on the card. [ doesn’t see Course Hours on card ]

To find ITT Tech, would search.

To find cyber-security, would search first or CTRL+F to find on the page.

Being able to sort (filter) is useful.

Like Preferred Provider box, that would be really helpful.

**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!