**GIBCT Colmery Act Sec 116 Veteran Discussion – Participant 5**

*June 14, 2019*

**Key Findings**

Participant claimed to be “not tech savvy” but still did a fantastic job with the testing tasks, thinking aloud, and providing thoughtful, helpful feedback.

* Would look to VA to be a trusted resource in terms of which schools & programs are approved
* Did not initially distinguish VET TEC as an offering unique from Post 9/11 GI Bill.
* Understood “hybrid” learning format from personal experience. Suggested include a “learn more” link for others who would be unfamiliar with the term.
* Understood benefits available, who gets what money and implications of preferred provider designation.
* “If you’re looking for courses or a career path, easier to prioritize [using the Programs SRP] than looking by school.”
* Assumes SEARCH indexes more than City, State, School. (Would search for “cyber security”)

**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?   
     
    **Nope. Not tech savvy so not a good path.**
2. If you were interested in attending a high-tech training program, how would you decide what course to attend?  
     
   **Google.   
   If it was covered by GI Bill, I’d go to VA website to see if it was included in my program.**

**Would google VA benefits or “What schools are covered by the VA” and would make sure that the page was from VA so it was accurate.**

1. What factors would be most important to you when selecting a course?   
     
    That it would be paid for by the VA, not out of pocket.

**Would be sure it was an accredited school.**

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

**Think so.**

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?  
  
**Intro is easy to understand and gives a broad idea of what this is.**

**Like how that it gives an idea of how the program works.**

**Is there a list of providers? Include a link to that list on the page (link to GIBCT filtered to VET TEC?)**

**Helpful to have training areas (categories). Would also be helpful to have careers that align with that.**

**Likes link to apply on static page, “that makes it really easy.”**

**[learning format] is probably one of the first questions people will have.**

**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.]*

“Would assume it’s the Post-9/11 GI Bill.”   
Trying to click on country & state… doesn’t seem to work.

Housing – sees price per month. Sees tuition.

Range of housing… assumes 825 is online option, other amount if in-person.

Looks like they have a couple different programs, shows the format, tuition & length to complete.

Link to website to view program details, “that’s what I was looking for.” On provider site, would be interested in certifications, how they compare to each other.

To decide: would look at course details and choose whichever one fit the best and I had benefits for.

Housing rate per course: understands the rates and the calculations with pro-rating.

**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.]*

Used learning format to filter

I’ve done a hybrid program before, it means some of your courses are in person and some are online. ***Maybe add a “learn more” there.***

Would go into each school and see what each offers to see what made sense for me.

Comparing programs: would be nice to have a “compare” button where you can compare side-by-side.

**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)?*

If you’re looking for courses or a career path, easier to prioritize this way over looking by school.

Preferred provider: Gets the gist of Preferred Provider.

Cyber Security: would search in the keyword box.

Programs SRP – acts as a good alternate to the page

**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!