**GIBCT Colmery Act Sec 116 Veteran Discussion – Participant 8**

*June 14, 2019*

**Key Findings**

**Despite claiming to be “not a technical person”, participant**

* **has many assumptions and expectations of common UI functions: keyword search should search keywords, for instance.**
* **Mentions more information is helpful but also understands the effort in maintaining a data-rich site.**

**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?   
     
   **No**
2. If you were interested in attending a high-tech training program, how would you decide what course to attend?  
     
   **Important stuff**
3. What factors would be most important to you when selecting a course?
4. Have you used the GI Bill Comparison Tool before? If yes, what was your experience?

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?

**Is this like Voc Rehab?**

Participant is really impressed by the VET TEC program.

STATIC PAGE: Under “how to apply” wants the VET TEC application text to link to the VET TEC application. Novel!

**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.]*

…

VET TEC providers… Would use Keyword search, Country, State filters.

Knows how housing allowance is calculated

Would do his own research on the school, local neighborhoods,

Would look at Preferred Provider – assumes it would be a better option.

Would look up school, class, instructor, etc. on Google.

Assuming there’s the

Didn’t realize that he could click on Program cards.

Program Names (Tech Prof 2 / 6) – what’s the difference? Assuming content is different.

**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.]*

Thinks Online Only on ‘how do you want to take classes” is going to filter results.

If online only, doesn’t matter what city or school it’s in. Wondering what the basis for online housing allowance is calculated.

“Total paid to you” may be confusing since it’s going to be delivered at the first of each month, not all at once. Be more specific about when / how this will be paid.

It would be amazing if the syllabi was available on the website. But it can be extremely difficult even to get that information for current students. … Maybe just the topics of discussion or the schedule.

Would be helpful to be able to get to a summary of the class with the topics you’re going to be learning. Would be fine as a link.

To find a specific school (ITT Tech), would use keyword search.

To find preferred providers, would use filter.

To find cyber security, [stymied – notices that there’s not a box for searching skills]. It does say “Keyword” at the top of that area but there’s really no Keyword Search option.

**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)?*

SCHOOL VIEW:

Would be good to have the program names listed under the school.

Has a question about range of housing allowance.