Comparison Tool :: Non-Veteran Interviews

Participant 2, Apr. 8, 2019

Jose @ San Diego State

**Certifying Official at San Diego State. Primarily student-facing role. Works directly with Students & Parents.**

**Key Takeaways**

A lot of veterans are looking to optimize their BAH rather than necessarily choosing the right school for them.

The way the costs are displayed is the most effective use of the tool. Gives a good representation of what the institution looks like and how the funding is calculated. Especially out of pocket costs.

Showing the # of military connected students would be more helpful than the School Outcomes.

**Critical Updates**

**The Veteran Experience with the GIBCT**

1. Based on your experience, what aspects of the GIBCT work well for Veterans?  
   Cost for semester / quarter

Not sure students are looking at the retention rates [ student outcomes]. SDSU data is pretty close to actuals.

1. What questions do Veterans have as they use the GIBCT?  
     
   Mainly use it as an informational source. Sometimes students & parents will have gone on the site before hand and will have questions about the data.

The way the costs are displayed is the most effective use of the tool.

1. What modifications would make the GIBCT more useful to Veterans?
2. What additional features would enhance the value of the GIBCT?

Do you have any other recommendations on how the GIBCT can most effectively offer Veterans the information needed to make an informed decision?  
  
A visual representation / snapshot of the student population would be helpful. Especially showing the % of Veterans. Show: Active Duty, Veterans, Guard, etc. “Military connected population.” Also mentions “parents transitioning out of service” are interested in their children having a community. Discusses growth of “dependent population” at SDSU.

Maybe show the top 5 majors at the school so the military-connected students have a better sense of what the school is… and the student would be able to find that info easily.

Out of State fees: Usually a very significant factor on whether the student would attend an institution. Incorporating that into the out-of-pocket costs would be helpful.   
  
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**Your Experience with the GIBCT**

1. **When you use the GI Bill Comparison Tool, what information are you seeking and what questions are you trying to answer?**  
     
   Students want admission to SDSU. And institutes in other areas. A lot of students are being turned away – so he promotes looking at which schools are best for the major they want.   
     
   Mainly it’s a pretty useful tool for new students & those who’ve never attended an IHL.   
     
   Basic Housing Allowance (BAH) is always one thing they’re looking at so they understand the difference of things like “flat rate” vs “per unit”. Depends on institution.   
     
   Does a pretty good job

Students are often looking for points of contact for admissions. Similar to WEAMS website. When students find an institution they like, then turns them to WEAMS.

Display of potential monies is great. Gives a good representation of what the institution looks like and how the funding is calculated. Especially out of pocket costs.

1. What modifications to the GIBCT would make your job easier?

POST INTERVIEW COMMENTS

Thinks the Navy & Marine Corps do a good job of putting that information out.