Comparison Tool :: Non-Veteran Interviews

Christy & Wayne 3 (and 3b), April 8, 2019

**Christy: has been a certifying official**

**Wayne: certifying official & does training now**

**Key Takeaways**

Such a great tool

Generally pretty easy for people to use and helpful for students to understand where they’re going to get the most of their VA benefit.

Student Outcomes always look really bleak. Students don’t usually start and finish with a single school so it will always look bleak.

Don’t think about them as Branches & Extensions. Varies state- to state- because the State Approving Agency makes the regulation.

**Critical Updates**

**The Veteran Experience with the GIBCT**

1. Based on your experience, what aspects of the GIBCT work well for Veterans?  
     
   Does a good job of answering the questions about the housing allowance.  
   For post-9/11, there are different % of eligibility.   
   We have around 18-20 facility codes. New facility codes aren’t entered in the comparison tool the same way. They know they’re there.   
   QUESTION ABOUT BRANCHES / EXTENSIONS… Don’t think about them as Branches & Extensions. Varies state- to state- because the State Approving Agency makes the regulation. Don’t distinguish between Branch & Extension – makes no difference to us.
2. What questions do Veterans have as they use the GIBCT?  
     
   Most Veteran/students they guide to the tool are trying to decide how to figure out the housing allowance.  
   Ahead of time… want to make sure it’s a Yellow-Ribbon School – Military Tuition Assistance. Military Principles of Excellence.   
   Like to see # of Veterans they certify in a year. The more they certify, the more the Veterans assume they know.

QUESTION: Housing Allowance for NON U.S. ADDRESSES! Enter 99999 as the non U.S. Zip Code.   
QUESTION: NOT TELLING VETERAN WHAT TO DO? NOPE – Don’t want to be liable for moving someone in the wrong direction.

Students call in and when the office directs them to the Comparison Tool.

1. What modifications would make the GIBCT more useful to Veterans?  
     
   Would be great if we could get all our profiles to appear on the same page.

Would like to see all the facilities in WEAMS.  
  
Generally pretty easy for people to use and helpful for students to understand where they’re going to get the most of their VA benefit.

Rate of Pursuit Calculator might be helpful – UMUC terms are different lengths so sometimes that’s challenging for students to figure out

1. What additional features would enhance the value of the GIBCT?
2. Do you have any other recommendations on how the GIBCT can most effectively offer Veterans the information needed to make an informed decision?

**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?  
     
   Yes. During Training: show internal staff and students too. Use it when they’re updating information internally.   
     
   Data always seems accurate.   
     
   When is the data updated (number of veterans certified)? I know we’ve certified some veterans at various locations.
2. What modifications to the GIBCT would make your job easier?

Student Outcomes always look really bleak. Students don’t usually start and finish with a single school so it will always look bleak. It would be great to show there’s a significant portion of Veterans and Active Duty students who graduate every year.   
  
Spend quite a bit of time reporting this data – every year between 700-900 Veterans graduating each term but it’s not showing up effectively. Students who are not Veterans but are using

Such a great tool

We have a strict rule that we don’t tell students what their specific housing allowance

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