Comparison Tool :: Non-Veteran Interviews

Participant 4, April 9, 2019

Britt, Arizona State University

**School Certifier Specialist, 3 years experience.**

**Answers admissions, financial aid and other questions. They come to the office or call.**

**Key Takeaways**

Most useful, Graduation rate & average salary. P4

Not really sure if you can compare two at a time. It would be nice if you could compare them side-by-side. P4

Would be helpful if there was local information about housing. Uses apartments.com or Zillow to help with that information. P4

Would be helpful to show approved programs. P4

**Critical Updates**

**The Veteran Experience with the GIBCT  
Will tell them to look at tuition fees and what their housing allowance would be. If they’re going to be online or in-person.**

**Some look at Yellow Ribbon Tool.**

**Some look at if there are complaints filed against the school.**

1. Based on your experience, what aspects of the GIBCT work well for Veterans?  
     
   Graduation Rate & average Salary. They don’t have these in other places.   
   Doesn’t think the graduation rate is accurate. Just now required to report graduation rates.   
   One of the largest universities that certifies Veterans in the country.  
   VA One (VA Once) is certifying application.
2. What questions do Veterans have as they use the GIBCT?  
   Tells prospects to go to the Comparison Tool to look at tool.   
   Doesn’t have feedback after the fact.   
   Not really sure if you can compare two at a time. It would be nice if you could compare them side-by-side.
3. What modifications would make the GIBCT more useful to Veterans?  
     
   Would be helpful if there was local information about housing. Uses apartments.com or Zillow to help with that information.
4. What additional features would enhance the value of the GIBCT?  
     
   Comparing multiple schools at the same time.   
   Show where you could get books for less than from the bookstore.
5. 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?  
     
   Make sure the Yellow Ribbon stuff is up to date.   
     
   Will show it to *new students* and give them the right information. For new students it’s generally looking across schools for helping make decisions. For existing students, look at online only housing rates.

Uses it for feedback tool. Shows the type of complaint but you don’t get the data about what it is.

Would be helpful to show approved programs.

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

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