Participant 2 – Rachel Carlson

Used GIBCT – No

Usability testing – No

Importance of Benefits:

Not many I don’t think

Location on education

I have my master’s degree, but I either need to get another master’s degree or phd. Well I kind of know what I need and I know what I like..two different things. I’m 75% there.

Factors:

Location, cost, program would be first…and then location and cost

Find out concerns:

I guess it never even occurred to me.

Characterization:

When I think about GI benefits? Help, ummm…money. I guess it makes it a lot less stressful. Well pretty much in my area, you have to quit yoru job and go back to school full time. So to quit your job its stressful.. If you have the GI bill, you have the money and its doable.

What interested in? Psychology

Task 1: 1

[Scroll down and back up… Hovered over “Get help choosing a school” Clicked it]…I’m looking for a search bar can I just search for San Diego…went to the top and hovered over the Search

Oh at the bottom, you should put that at the top

[Typed in Sand deigo..had to shrink to san d to get results. Clicked a result “San Diego State University Imperial Valley”…scrolled down looking at filters.] “So I now find that they’ll take my benefits” [Hovering over Programs] “I’m wondering if there’s are more benefits. [Clicking various programs and scrolling back to the top] …I’m looking for a button that I can hit to get more information. Oh okay I’m confused. I thought that these programs actually belonged to that school. I’m thinking that these programs might show up on all the schools pages.

I’d hit the Back button or click GI Comparison tool to find a new school. [Typed in Austin and clicked School.] So what I would like to see here, it tells me what I’m eligible for…oh More Details….Yeah. A lot more details So I would say on the very first page. Maybe have multiple search boxes so I can see multiple schools and view details on each school so I can do multiple schools at one time. (Individual is thinking of attending this school). A question I have…and I know, we’re old….we had the GI you could pay into it and then Post 9-11, it used to be that they would pay you the amount and not just the school. It’s great if you’re going to undergrad and can get the remainder of the money. With grad school they get it all. I’m not comfortable starting a program that isn’t accredited.

Task 2: 1

I would probably go to Education and Training…I’m not in the GI bill at this point in time. Looks for a tab that lets me search by location or school. Once I find the school, the link to that school’s home page to see what programs are offered.

I would scroll down to the bottom. First thing I want to know is why this school has a cautionary warning. [ Slowly scrolling through options. Trying to click on Cautionary Warning in search results….trying to click on this to learn more about it.] Same down here…why school closing soon and when. And the one about Cash…Heightened cash monitoring…oh. And I want to know what settlement was reached. That’s important to know. I have a daughter that is going to college, not that we could afford it anyway…and I talked to a serviceman and he was like “Don’t send her there, she’ll get raped.”[ Scrolling up and down through options. Hovered over first Atlantic Institute option before going to correct one. Clicked cautionary label] …personally I would have a huge issue with this. I would look out for this…I would think my friend is an idiot and they aren’t getting my money. I kind of learned in life to keep my mouth closed…people usually don’t want to hear that kind of stuff. He/she should have done their research.

Do you think VA should be letting people know?

I would - any position whatsoever with the government, everyone wants to go back in and cash in their years. And you won’t get it unless you have credits from an accredited university. I don’t consider it their job, but it would be a courtesy.

How?

Email or text….however they have set up….or whenever they go to get the check for that year

Any additional info? No

And this one is way more expensive than those that didn’t have warnings

What does message mean?

Don’t go to school there…it got on probation because it didn’t meet the levels of quality. It would definitely have an effect on my decision

If both schools had these (accreditation ) warnings, I would start looking at online accredited programs.

Task 3: 2, 1.5

Would type in Phoenix or Arizona…there’s going to be way too many listings so I would go to Institution Type to narrow them down. Or maybe search by program and only show the schools that offer that. I just don’t want to have to go through every school in Phoenix. Oh this is a good school…my cousin’s kids go there. There are so many fake schools that just want people’s money! [ Jen’s note: she’s not really paying attention to warnings until prompted]

Oh…this isn’t approved so that’s very important to know…yeah, that’s not good either. I’d click view Details just to read the drama. Well this stuff is important to know…once you click on one university and say I’m interested, then they send you a bunch of crap. Well I guess I don’t know if the VA will sell my stuff….I think I might get stuff if I go to a school’s website, then everyone will send me crap. They (schools) just seem to know stuff about you. Not okay with that, but at this point in time, I don’t know if you can do anything about it. It’s almost like if you agree to use the Internet, you agree to let this happen.

[Clicked View Details on Brunely….clicked cautionary info…] I’d look at all the warnings and be like Oh yeah, not going there. It says this school is not approved for Post-9/11 Benefits. Maybe it happened after. but then I see there are recipients…how did this happen if its not approved. I would like more information – why is it not approved? Is it because the school doesn’t accept them or because the VA doesn’t accept them. Is it because of the lawsuit? Especially because it told me people have gone there…..maybe I’ll get more information here…(About this tool page) Just looking for more information on this page…more about the caution flags..I was hoping it would tell me specifically…but I haven’t found that yet. This page might explain it, but I’m a little bit confused…how do I get back to the last page (Trying to hit Back button – but this was a new page…had to be told)

Task 4: 3

Oh…right here. I never saw that before…but maybe because I wasn’t looking for it. If I click that, does it automatically take all of them out or do I have to hit Apply…it looks like it took them all off

This campus closing soon

* This is really important to know, especially if you’re going to drive to the school. It’s telling me I won’t be able to complete my program in person. Extremely

Loss of Title IV participation

* I don’t really know what Title IV participation is…I would be moderately…no I would be extremely…it sounds important

Settled case with US gov

* This tells me there was some sort of lawsuit…probably fraud

FTC

* I don’t know what FTC is, but once again that’s not good

Not approved GI Bill

* This is telling me that I would have to pay out of pocket…not an option

Potential loss of accreditation

* A lot of people are just going back to school for promotion and won’t care but this matters to me

Emergency campus closure

* What’s an emergency…yeah, I just don’t know what an emergency is. I imagine it being like an emergency shelter. I don’t think it really applies to me

85/15 violation

* It probably has something to do with….makes me think of an 85% of population has to do something and 15…money or something like that. Extremely…just because I don’t know what its talking about

Potential lapse in program approval

* In my case I’m extremely concerned. Because I’m on a timeline. I don’t have time for a lapse.