Participant 3 – Christopher Conrad

Familiar GIBCT – A little bit…I think I used it once

Usability testing – I don’t believe so

Importance of benefits:

Army

I would say…top 3

Education journey:

I have about a year left to get my BA. I’m actually…this is my last semester. I changed degrees, so this is my last semester of use.

School selection:

1. Has degee interested in, 2 – reputation, not the prestige, but quality of instruction, 3 – of course, paying for it

VA Concerns:

I’ve actually never done that before…usually what I would do..I’ve looked up like their VA…if they have a veterans center…look up information on their certifying official and get information from those people.

Characterization:

Grateful, easy, easy to use, never had any issues ever with the GI Bill with school being paid, or the books…never had any issues

Task 1: 2

[Scroll up and down page] …I would fill in the appropriate pull downs and stuff like that…all that stuff…decide what you’re going to do…and then I’d just search for the school name. [Typed in Arizona State – clicked option]

[Clicked View Details]….so this is the breakdown of….[Mostly staying at top scrolling slightly through estimate benefits…opened eligibility details…] the layout is way nice…it shows your benefits right here…and breaks it down by semester…yeah, it’s really easy to use…and you can change your benefits at any time. Here under eligibility…change to Montgomery…that would take away all your housing benefits and stuff…oh yeah, that’s really cool…just removes all the work from people.

Liked the autocomplete…and it’s nice that you can go through all those…whether its on here if you can change schools or not (reference to searching)….so even though its all under one university name…they’re all different locations depending on where you’re enrolling

Task 2: 1

This school has a cautionary warning…clicked first option (Middletown, CT)…looking through options on left hand side. [Scrolled right past the warning to the bottom (slow scroll) Then scrolled to the top. ] I do like the cautionary warning thing…the header. It’s the Atlantic Institute, but its in Connecticut…so then. [Clicked Search results link…scrolling through results… ] Pensacola Florida. Accreditation issues…hmmm…[scrolling down page…passing additional information.] So for me as a student, knowing its an accreditation university is really important. It may mean that the level of instruction you’re getting is sub-par. [Found Cautionary information while scrolling]….it shows a generic information but doesn’t go into detail on why accreditation was lost which would be important because there are different types of accreditations. (Maybe one of the programs and not the whole school). It might just be one of the colleges and not the programs.

It would definitely make me want to investigate further to find out why it was revoked. For what program and stuff like that…maybe just more information. Is it a generally accreditation or a regional accrediting body…maybe just a little more information. A Google search might pull that up. I think the accreditation link goes to…I mean I’d be able to search on this to find the institution to find out exactly what is going on.

I would hope the VA would send something out – like an email or something in the mail to say “hey something is happening at your school” we don’t want you to waster your benefits…maybe some counseling on the subject if changes are warranted to move to a program that will get you what you want

Task 3: 2, 1

Phoenix schools…so…this is kind of good. You can see in the first one it has 0 GI students and the warnings for Alpha University. I think having that list for the number of GI students gives you a sense of that community. For like the veterans center if they have one on campus.

Definitely not the ones with the cautionary warnings. If you’re doing Post 9/11 GI Bill and you’re not worried about your tuition, I would look for all the university that have a strong veteran presence. They are more adept at handling veterans and the VA…getting the paperwork done. That’s something that would be important. Come up with a short list like that and then see if the university has the programs you want.

[Clicked View Details on Brunley]…just having that at the top tells you that its not a school you want to go to. Deceptive advertising lawsuit…that’s pretty straightforward. Not approved for Post 9/11 – that’s not a school you’ll go to. Deceptive advertising lawsuit…they tell you you’ll graduate and make this amount of money…its’ not acceptable to do that. People who take out student loans you’re just hamstringing them. It’s a despicable thing.

Task 4: 2

I saw it before…but I really didn’t know what it meant. I looked at it and just didn’t put 2 and 2 together.

Under Programs that Student Vet Group…that’s a good one to search by (having been in school)

If you have a vet group, I would assume a certain percentage of them are using benefits. If its just you and you’re by yourself, you’re dealing with the VA and university, you’re dealing with two institutions. Having that kind of group is just really beneficial all around

It’s different from me paying for it versus the VA paying for it.

I like the warnings…they’re right there you see the name of the school, exclamation point…I really don’t know if there’s any other way…even when you go into the details, they are still right there.

When you sign up for benefits, you have to tell the VA what school you want to go to. So that might be a good place to tell people.

Potential lapse in program approval

* The approval part really messes me up…coming from the VA…like it hasn’t been approved for Post 9/11 or if it’s a lapse in like the accreditation…either of those would be a serious concern

State Attorney General

* I would like more information on what the settlement was about. Like was it the school settled a discrimination case or a fraud case…something like that. Depending on what it was….either mod or extreme concern

Deceptive advertising

* That’s super concerning…they are trying to take advantage of you. No problem with the warning

Campus closing soon

* The only thing here…I don’t know…what particular campus? Like the university can have several campuses…yeah, maybe…so if the person already knows what campus then its ok, but if not…

Settled case with US Gov

* Same as before, more information on what the case is. Although US Gov is a broad bureaucracy…but I don’t know if a college student would know what the Department of Education and such would know what those entities would do

Emergency campus closure

* Ummm….somewhat concerned on this one, because you don’t know what it is…and you don’t’ know the duration…Somewhat concerned…it could be closed for a today…terrorist incident, school shooting

How find school – school was right next door, it was really close to where I lived and I didn’t look at like the comparison tool. I did just a little bit of research…a lot of veterans go there. It was real close to the house and had the program I wanted. Doesn’t recall anyone influencing him on what to look or having a convo

GI Students – current number (not total number)