Participant 4 – Amanda Nguyen

GIBCT – Yes, many times

Usability testing – No, ma’am

Importance of benefits:

Army

I actually didn’t find out about that until after I joined. I was in National Guard and was looking more at State benefits. It wasn’t until after my first tour that I found out and it became a game changer

Journey:

I’m looking to complete my graduate in a year or two. I completed my undergrad a couple years ago. Business Analysis

Factors:

Curriculum, Price and reputation of the school

Alerts:

I’d look at their Yellow Ribbon website. I’d check and see if they had a veterans department. If they don’t have one, that just kind of turns me off.

Characterization:

Assistance, the ability to move forward even though I’m out of the military

Move forward – civilian, GI Bill helps you set your road once you leave

Task 1: 2

[Change military status to Veteran]

Post 9/11…if I want to learn more, Click More

How to take classes…I’ll do both

Typing in San Diego State…and clicked San Diego State University….I’m going to assume the top one is the main university…I’ll go into View Details…I’m not an in-state student…I’m just verifying all information (on left hand side) is correct. I know I’m not eligible for a kicker bonus. I’m going to scroll back up…and look at benefits information with all that info…I like how it breaks tuition down by semesters. Veteran programs is all the programs this school offers. [Scrolling down]…oh this is important…the complaints. It’s just 3 complaints in the last 24 months…that doesn’t seem too bad. Is it accredited? Yes. Single point of contact – yes. That’s important because more than likely they’ll know how to deal with things. I don’t know much about independent study or Roger’s STEM. They may not have Yellow Ribbon….For me, I’ve used this so many times that I really enjoy messing with the different estimate of benefits. I. like doing that because it’s really direct and you don’t have to visit each school’s website. With the veteran’s programs, that’s really nice that you can click right there to see what programs they offer

Task 2: 2

Put in Atlantic University…this school has a cautionary warning….where did you say it was? [Scrolled down to Pensacola. clicked link to cautionary information.] So this is probably the top most concern…it’s really good that the VA would post this so that you would know. It seems like a small school. I’m just looking at the cost and the pricing for this school. I’m just looking at by term. I’m just curious why it says Ashford University…its just a high number, 5 student complaints with only X number of students. But it looks like the complaints aren’t at this school. That’s a concern…coupled with the accreditation issue. It might be under the process of being accredited…maybe it was a new school. Maybe my employer wouldn’t accept a degree conferred there. Can I click (on accreditation link)…oh wow, that’s helpful. The ability to search and not have to Google itself is nice.

Any reason to not? maybe the accreditation…but the cost is pretty high. I would check out the accreditation issue…did the school just begin or what the reason is. The fact that there is student complaints at that rate that are GI Bill students..that throws me off altogether

VA should send a notification…hey, this school is currently not accredited. Definitely an email to the user or student. If this was different, like 1000 people…it would be difficult to call, but some sort of notification to let them know

Task 3: 2, 2

Keep all this as is, keep schools, keep in-person since its going to be. I’d type in Phoenix AZ…AR? Not sure of the acronym...I would search. If I really wanted to I could narrow it down on the left hand side …I could narrow it down even more by program or institute type. Looks like all the parameters are solid. So Closing soon…out of the question. That school is pretty expensive (Eligible For – not tuition!) Zero GI students…that would be a No for me. (Brunley) This is another No Go…not approved for Post 9/11 GI Bill benefits…lots of GI Bill students…it’s a combination of both. Just not a fan of those words. If they’re not approved for Post-9/11 because maybe they just got started, but not with the deceptive adverstising because they have enough of a case against the school. Tuition and number of GI Bill students are big factors. It depends on what you’re going for…it is helpful to see more than 2 people because it means the school knows how to handle it. Potential lapse in program approval doesn’t bother me because it can take time to get that…especially because its an art school

[Clicked view details.] I would visit their website and if they had a veterans point of contact I’d call them and ask them what’s up. I would also ask Admissions. I’d just ask about not approved for Post 9/11 Bill Students to figure out what is up. There’s 180 GI Bill students…that’s a lot of people.

Are these error messages going to be the same? Looks like the cautionary information has more detail but it has a link to take you to more detail. When I clicked the “view Cautionary information” I was expecting it to open something else up.

If I didn’t see the accreditation issue, I wouldn’t have even thought of anything. It helps when the school has experience with the admissions process.. I had an issue because I took a class but didn’t have it paid on time, but it was coming from the state. It’s nice to have the stipend instead of having to pay out of pocket. If the veterans are having issues with anything related to anything other than a scholarship (FAFSA), I think that’s important.

VA should let students know when they look it up in the Comparison tool. What about when you apply? When you reach out to their veteran department

Task 4: 2

I have the ability to exclude institutions with warnings…clicked it

Accreditation issue

* Mod concern….I don’t want to try and advance within a career and the university I attended is not recognized by the employer…it’s not an extreme issue because the university may be working towards that

Campus closing soon

* Good information….cause it means you probably shouldn’t apply there. But is it a concern? Not really concerned…then I would consider that not an option at all.

Emergency campus closure

* Moderately concerned…maybe it could be weather or something like that

Heightened cash monitoring

* I think this is informational but also extremely concerning. Does this mean student card doesn’t work or they got hacked? I’d say moderately concerned but I’d need more information

Deceptive advertising lawsuit

* That’s an extreme concern. Falsifying method of drawing students to the school. Kind of unethical.

Cautionary – break into types of warnings (accredited, etc.). They might just need to take one course to help out with your job. Cost is a huge factor because I’m at 60%

Usually looks up specific colleges on the comparison tool. Has not seen any caution flags before.