CT Discovery – User Interview Notes

October 2020

Participant 1 – Stacy

1. Credit for military training is the biggest hurdle for students
2. Gets all types of questions from medical, late payments, housing allowance; translates a lot of jargon for them
3. "VA Benefits website is my best friend."
4. Helps students apply for scholarships – some they don't even have to apply for since she already has their info
5. Info in CT is accurate "up to the dollar" for her school
6. Likes that the CT compares schools based on benefit level (100%, 90%, etc)
7. Side by side comparison of benefits themselves (Post-9/11, Montgomery) would be helpful

Participant 2 – Michael

1. Always goes through how students are going to get paid so they know what to expect
2. Helps students optimize benefits – tricky how to apply the benefits to get the most out of them
3. Relies on emails from VA for info on updates to CT
4. Uses online forums (army bases, navy reserves) to supplement VA.gov, DBVA.
5. Doesn't use CT much, promotes it to students.
6. Would like more detail on Student Complaints – it doesn't tell me wha tit is.
7. Would like to compare a couple schools
8. Wants info on whether the GI Bill covers flight school

Participant 3 – Leticia

1. Sends CT link to students so they can compare costs
2. Would be helpful to have more info in CT about scholarships
3. Would be helpful to have more info in CT about Tuition assistance
4. Rate of pursuit is always confusing
5. TA should be shown in historical information
6. CT is missing a "cap" for tuition
7. Scholarship information / funding assistance would be helpful in CT
8. Events for Veteran students would be helpful in CT
9. Gets a lot of questions about Yellow Ribbon: how much does it cover, what will they owe?
10. Include a sample YR calculation – maybe a visual to show the difference.

Participants 4 – Dustin

1. Students want to know how to get started. How much will I get paid, how much housing, how much for books,

2. Federal VA emails can be complicated. Works to simplify the language for students.
3. Uses the tool to provide a visual – show students how much they're receiving
4. Likes "School Locations" section
5. Historical info doesn't look right.
6. Would like to update / add Contact info. Change employees.
7. Wants to know source of Historical Data (display in CT)

Participant 5 – Matthew

1. Students want to know "How do I get started with my benefits?"
2. Students want to know "where is my money"
3. Students want to know why $ varies from semester to semester
4. Students don't always know which benefit they want to / should use
5. Stresses that EYB is an ESTIMATE when working with students
6. Would like to see something specific about online classes being ½ national average
7. Intros CT in entrance interview with students
8. 90% of GI Bill students are Veterans
9. Wants to update: contact info and SCO names
10. Wants phone number and email in contact info
11. Institution number: Students don't know what it means, SCOs should know it already.