103 Test Observations

P2 – Cheyenne, 4/22/2020

**Finds 103 information easily. P2**

**Uses “View details” link to click through on SRP to PP. P2**

**Additional criteria… says she has no idea what that might be. P2**

**Additional criteria… Looks for specifics in 103 modal P2**

**Additional criteria… Would contact school directly for specifics what’s required P2**

**Speculates “…additional criteria” could be DD214, Proof of residency, College requirements, degree plan. P2**

**No information… Veteran would contact the school to find out more P2**

**Yellow Ribbon – ideas for improvement of YR information display. Show as separate line item in Your estimated benefits panel, similar to scholarships. (currently aggregates into “VA pays to school”) P2**

Was affected by VA late payments.

School notified her – dealt with tuition on their end.

Housing payments were delayed… that made money tight.

**Finds 103 information easily.**

**COE:** knows what it is. Had to submit every semester at community college. At George Mason, used screenshot of COE and uploads it to school’s Veteran verification system.

Uses “View details” link to click through on SRP to PP.

**Additional criteria…** says she has no idea what that might be.

Additional criteria… Looks for specifics in 103 modal

Additional criteria… Would contact school directly for specifics what’s required

Speculates “…additional criteria” could be DD214, Proof of residency, College requirements, degree plan.

No information… Veteran would contact the school to find out more

Yellow Ribbon – ideas for improvement of YR information display. Show as separate line item in Your estimated benefits panel, similar to scholarships. (currently aggregates into “VA pays to school”)