103 Test Observations

P3 – Jordan, 4/22/2020

**Uses “View details” link to click through on SRP to PP. P3**

**Finds 103 information easily. P3**

**Tuition Policy – feels this is similar information to Protection for late VA payments. P3**

**Likes that the profile page gives you ways to contact the school and who to contact. P3**

**“Late VA payments” language – thinks this covers tuition and “whatever VA pays but I don’t see” P3**

**103: No information available – Expects school hasn’t updated their information yet. Suspects they may not have a policy at all. P3**

**103: Additional criteria – would contact the Military Affairs office at her school so she’d know what she needed. P3**

**103 Add’l criteria might be: proof of on-time registration, dependent on type of benefit P3**

Was affected by VA late payments – attributed it to federal budget delays.

School (GW) understood the situation but it was nerve-wracking. Military service office provide frequent updates. Was active-duty so didn’t have housing allowance issues.

Experience: School notified her – dealt with tuition on their end.

Housing payments were delayed… that made money tight.

Has worked with GIBCT previously. Probably found it via Google.

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

**Finds 103 information easily.**

Tuition Policy – feels this is similar information to Protection for late VA payments.

Likes that the profile page gives you ways to contact the school and who to contact.

“Late VA payments” language – thinks this covers tuition and “whatever VA pays but I don’t see”

**COE:** knows what it is. Has to submit every semester.

103: No information available – Expects school hasn’t updated their information yet. Suspects they may not have a policy at all.

103: Additional criteria – would contact the Military Affairs office at her school so she’d know what she needed.

103 Add’l criteria might be: proof of on-time registration, dependent on type of benefit