**Insight Questionnaire for Military & Veterans’ Services Specialists**

Thank you for joining us today. My name is [NAME] and we also have [NAME OF OTHERS OBSERVING] observing and taking notes for this session. We are conducting research on behalf of a team at the VA that is enhancing the VA.gov website. We'll be looking at the GI Bill comparison tool and are interested in your feedback on what works well and where enhancements might be made to make it more useful for Veterans.

[If questionnaire is sent via email, replace above with the following] Thank you for your willingness to assist the VA.gov team with the GI Bill Comparison Tool enhancement process. Any insights you can provide on how the GIBCT is used will be helpful!

Role: school certifying official, has 3+ years experience.

Reasons for referring veterans to tool? **If they’re a prospect student, I’ll tell them to go on there to see what it’ll pay out, as well as what they expect to see for their housing allowance.** If they’re going to be online or in-person. Some people tell me they check to see if we’re a yellow ribbon school. **They’ll look at the complaint file against the school there.**

**The Veteran Experience with the GIBCT**

1. Based on your experience, what aspects of the GIBCT work well for Veterans?

**Showing the graduation rate on there, and also the average salaries of graduation is a good tool to have on there.**

Accuracy of data? **I don’t think that the graduation rate is necessarily accurate.** As of this year, we are required to report graduation rates. We’re one of the largest schools with certifying rates in the country. I don’t know where it pulls that data from, maybe VA ONCE.

Easy to compare schools? Definitely easier. **Idk if there’s an actual compare… can you compare two schools at once or do you have to look at each one individually? You can’t. It would be nice to pick several schools, and be able to compare them.**

1. What questions do Veterans have as they use the GIBCT?
2. What modifications would make the GIBCT more useful to Veterans?

**I know one thing it does give the housing allowance, but we get a lot of out of state applicants here, especially when they see we are one of the largest military-friendly schools.** I do tell them to look at apartments.com or Zillow to see what they’ll be spending.

1. What additional features would enhance the value of the GIBCT?

**It tells you what you’re going to get for your books each semester, but I tell them don’t go to the bookstore to buy your books because it can be more expensive. Go check on amazon.com. If you could compare those online, as well.**

1. Do you have any other recommendations on how the GIBCT can most effectively offer Veterans the information needed to make an informed decision?

**Your Experience with the GIBCT**

1. What are some reasons why you use the GIBCT?

**I use it to make sure the yellow ribbon rates are ok on there.** I usually will show it to new students, and show them how to use it, how it breaks down. **It can be used as a feedback system to us. I know my director gets a breakdown, but it doesn’t tell us what the points mean. It would be nice to see a breakdown to better our system, better our processes. If we can use it for feedback, it would be nice to get a report on what it actually says.**

Anything that would make it easier to use? That’d be about it. I don’t think it has a school admin login, but I don’t know if the function would be different. That would be a good one, though, to get the feedback.

1. Do you feel that Veterans are aware that this tool is available?
2. When you use the GI Bill Comparison Tool, what information are you seeking and what questions are you trying to answer?
3. What modifications to the GIBCT would make your job easier?

Many thanks for your feedback and insights!

* The VA.gov team

[He shows it to prospective students and current students. He’ll show it to current students, like those taking summer classes, and tells them to switch it to online only so they can see that rate.]

What can make comparisons easier for veterans? **It doesn’t show approved programs. If you could cross reference that with weams. We only have one program that’s not approved, and that’s our flight program. Both undergraduate and graduate programs. WEAMS is accurate and up-to-date. It’d be nice if students could know that because once they apply, that’s a non-refundable application fee to find out that program is non-refundable.**