**Feb 4. Participant 2, Teresa**

Hasn’t used any benefits yet. Waiting for GI Bill to go through.

**Scenario 1: Apply for STEM - Science, 4 months remaining**

WIZARD

* “Apply to extend because there’s only 4 months…”
* And it says “STEM Scholarship”
* Scans eligibility & confirms she’s eligible (based on scenario)

FORM

Seems really straight-forward.

Doesn’t review the form at the end of the process… says if it was real info that she had entered (“my information”), she would check it.

Confirmation screen says “Print for your records.” Wonders if VA will mail / email the confirmation information.

**Scenario 2: Apply for STEM – History, 2 years remaining**

FORM

SOLUTION: Add “Based on your responses, it appears you aren’t eligible.”

Thinks icons are very helpful. It gives a clear picture of the eligibility criteria and the info I entered.

Would hope they’d still submit the application. Would want to make sure they had the confirmation number… sometimes stuff gets lost.

Anticipates a confirmation email or something that would show the application (in her account) was submitted.

If she selects “No” when prompted “Do you still want to apply”, anticipates the “Continue” button would be deactivated (greyed out).

When she selects “No” (doesn’t want to apply for STEM), says “it makes sense”

Anticipates green button would bring her to a new page with a list of education benefits.

Suggests “Translate” option. Suggests “Accessibility / low vision” option. Suggests “chat window”