**Feb 4. Participant 3, Amber**

Post-9/11 GI Bill Benefits. Exhausted benefits. History degree.

**Scenario 1: Apply for STEM – Science and 4mos remaining**

Apply for Benefits page: Yikes! She is looking for the words “STEM Scholarship” and can’t find the button that’s right in front of her.

Recognizes that she would meet the requirements in the testing scenario.

States she would go get all the info she’d need for the application before actually starting it. Thinks it’s helpful that what’s needed is outlined on the page.

Says her daughter may be interested in this after she graduates “because she is a STEM child.”

States that normally she would revisit the info she entered on the application review page.

Hadn’t heard of STEM scholarship so expects that someone would have told her about it and how to access it (click the green button on the Apply page).

**Scenario 2: Apply for STEM – History and 2yrs**

On first page… Can see immediately that I would not be eligible for the scholarship.

WHAT WOULD YOU NORMALLY DO? “I’m not going to waste my time applying for a scholarship that I’m not eligible for.”

Considers that VA may track applications and add denials to their consideration for future scholarships.

On page 2 of 6… STEM Scholarship page. I can see I would not be eligible.

*She seems a little uncomfortable with putting in information that’s not accurate.*

On ELIGIBILITY SCREEN… Wouldn’t see any benefit of going forward at this point.

Selects “NO” and then says she would Explore other education benefits. “Unless I had begun considering changing my major.”

MENTIONS… Not eligible (for changing school / major) if she had less than 6 months remaining.

If she met 2 of the criteria, might submit and let VA determine the eligibility.

Talks about time remaining and how it factors into her decision.

EXPLORE THIS JUST A LITTLE.

Says VA processing the application might depend on which criteria you meet. If it’s close to the exhaustion range, that might be something VA would look differently at – compared to someone who had 2 years.

Updated content on Extra1: This makes it a little more personal. Feels a little more tailored to me.

In this case, I’d click yes. I could potentially keep using the benefit and when I get to the right amount, re-apply.

Once you have the criteria, [eligibility is] very clear. It still hammers… are you actually eligible for this?