Jan8. Participant 3

Nathan, Army.

STEM Wizard Update Discovery Research Discussion Guide

**KEY FINDINGS**

**Not familiar with STEM scholarship.**

**Not familiar with STEM acronym…** *I’m trying to think of what that might be… Stem cell research maybe?*

**Understands the gist of Apply for benefits, Update benefits.**

**Assumes financial aid advisors at schools would be able to provide information about VA benefits, including STEM Scholarship.**

**Educational background**

How did you go about applying for educational benefits? (paper form, online, worked with SCO, etc) [A bit beyond our scope, however it may help us understand their comfort level with online forms]

*Did it on paper initially, back in 2002, then was denied the benefits.*

*Applied for Montgomery GI Bill benefits.*

What type of degree are you pursuing?

How far through the program are you?

Approximately how many months or years of educational benefit do you have remaining?

[If STEM] Do you have any interest in obtaining a teaching certification after you graduate?

**Set the stage**

[Bring up the Wizard on one of the following pages:

https://www.va.gov/education/eligibility/

https://www.va.gov/education/how-to-apply/]

[ Participants may be less inclined to wonder aimlessly if we start on the eligibility page.

Give the user context on the page we'll be reviewing, then focus in on the section of interest. ]

Let's look at the "How do I apply" section of this page.

Take a moment to read the 2 sentences above the green button and read the title of the green button.

**Questions**

What would you expect to happen when you click the green "Find your education benefits form" button?

*Expects the click will open up the next page – or the application maybe.*

Feel free to click the button. What are your thoughts on this question?

What would you expect to happen if you clicked each of the 3 radio buttons?

a. Let's explore the radio button options… Could you talk me through what you think “Apply for new benefit” means?

*For someone applying to school.*

b. What about “Update my current benefits”?

*For someone already enrolled in school.*

c. What does “Applying to extend my benefit using the Edith Nourse Rogers STEM Scholarship” mean to you?

*Applying for something specific.*

*Not really sure… some sort of a grant or additional benefits.*

*I’m trying to think of what that might be… Stem cell research maybe?*

*Assumes that “extending the benefits” is part of the STEM scholarship (if they’re extending the benefit, they probably know what it means)*

[We'll use this question to determine if they’re familiar with “STEM” as an acronym… If they don’t mention “STEM – for science, technology, engineering & math”, ask “What fields of study do you think the scholarship might be focused on?”]

What info would be helpful to have here?

*Maybe some additional information. If they’re extending benefits, they may already know.*

*Doesn’t think there needs to be much more information.*

*Isn’t using any educational benefits so knows he wouldn’t be appropriate for the scholarship.*

Where would you hope to learn about education benefits?

*Online like this is a good spot.*

*Maybe a financial aid… through the school might be helpful.*

If you wanted to learn more about the STEM scholarship and who might be eligible for it, how would you go about doing that? (allow them to explore the site, if relevant)

*Google it.*

*On search results, start at the top and work my way down.*

*Thinks the financial aid advisors at the schools*