STEM Testing Notes

P1: Doug

Studying IT management.

***Thoroughly reviews intro page: Reviews full subway map and says he’d check his STEM program and remaining eligibility before starting the application. P1***

***Used Ctrl+F on PDF to search for & validate his program is eligible. When PDF opened in new tab… tried using back button, had trouble returning to application. P1***

***Hits ineligibility message and “was irritated that he got this far” and now can’t apply. Language around 6 months of benefits remaining didn’t communicate what was intended clearly to him. P1***

***Wasn’t interested in exploring “other educational benefits”. Said he’d close the application***. P1

***School ID & Email: Anticipates VA would use School ID & School Email to verify their program and attendance. P1***

***School ID isn’t SSN. Doesn’t have it committed to memory. P1***

***Uses school email frequently. Gets notifications on personal email when new emails arrive. P1***

***Bank Info: Didn’t have any concerns about the bank info (before he was asked about it). P1***

***Confirmation page: Would “print and save as a PDF” so I have a copy. P1***

***Reflecting on intro page, says he wonders if he missed something in the application. It was too easy and he didn’t need all the info it mentioned. P1***

**Task 1: Finding the STEM Application**

Thinks he’d check CT to see if his school offered it.

Had trouble on SRP when he tried to filter on STEM after he’d already arrived at 1 result (his school)

Said “apply for benefits” would be his 2nd choice

**Task 2: Check Eligibility**

***Thorough review of intro page: Reviews full subway map and says he’d check his STEM program and remaining eligibility before starting the application***

On intro page: Says he’d go back to check his STEM program and

On intro page: Says would check his remaining eligibility

On intro page: Says link would take him to a listing of programs by “the 4 categories”

***Used Ctrl+F on PDF to search for & validate his program is eligible. When PDF opened in new tab… tried using back button, had trouble returning to application***

Says he might talk with a VA counselor or someone in the VA office at the school for assistance

**Task 3: Apply for STEM**

Refers to form chapters as “pages”… I see there are 6 pages in this form

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