STEM Testing Notes

P3: Jon

VR&E, Cybersecurity BA

***\*\* Don’t need “Education History” on intro page (no big lift there).***

***\*\* Don’t need “Military History” on intro page (no big lift there).***

**Reviewing Intro page: Doesn’t seem to understand that he’s not eligible for STEM. P3**

**Wonders where VR&E is in the list of benefits. P3**

**Doesn’t realize a new tab opened when checking benefits. Tries to use browser back button and has difficulty returning to application. P3**

**Says “it wouldn’t hurt to still apply” even though alert shows ineligibility. P3**

**Mentions if you’re between undergrad and teaching cert, you might not have student ID or school email. P3**

**Expects VA would reach out on all comms streams he selected. P3**

**DD: See check # reference on image & comments imply you’ll need a paper check to complete this page. (may want to add “don’t need” to the image). P3**

**Review application: says he probably wouldn’t open each application. Says “Other sites have everything there and you don’t have to click on each one.” P3**

**Says he’d probably print the confirmation so he could call later and have the confirmation # to reference. P3**

**Thinks DD info is for if you want $ in a separate account. Would expect an alert or language that says it won’t interfere with other payments. P3**

**Task 1: Finding the STEM Application**

Looking at Education & Training on lower part of the page. Explores Other Education Benefits. Looking for the word “Scholarship.” P3

**Task 2: Check Eligibility**

**Reviewing Intro page: Doesn’t seem to understand that he’s not eligible for STEM.**

Thinks application intro page would have info about the scholarship.

***\*\* Don’t need “Education History” on intro page (no big lift there).***

***\*\* Don’t need “Military History” on intro page (no big lift there).***

**Task 3: Apply for STEM**

**Wonders where VR&E is in the list of benefits.**

Says “Check your remaining benefits” would take him to another page and show him benefits remaining for his specific benefit (not just Post-9/11)

Expects sign-on authentication would track across applications (it would)

**Checks benefits: Doesn’t know / didn’t realize a new tab opened when checking benefits. Tries to use browser back button and has difficulty returning to application**

Seems to understand (in)eligibility alert.

**Says “it wouldn’t hurt to still apply” even though alert shows ineligibility**

**Student ID isn’t SSN.**

**Mentions if you’re between undergrad and teaching cert, you might not have student ID or school email.**

**Expects VA would reach out on all comms streams he selected**

**DD: may want to add “don’t need” to this. Comments imply he thinks you’ll need a paper check to complete this page.**

**Review application: says he probably wouldn’t open each application. Says “Other sites have everything there and you don’t have to click on each one.”**

**Says he’d probably print the confirmation so he could call later and have the confirmation # to reference.**

Still doesn’t realize he’s not eligible.

**Thinks DD info is for if you want $ in a separate account. Would expect an alert or language that says it won’t interfere with other payments.**