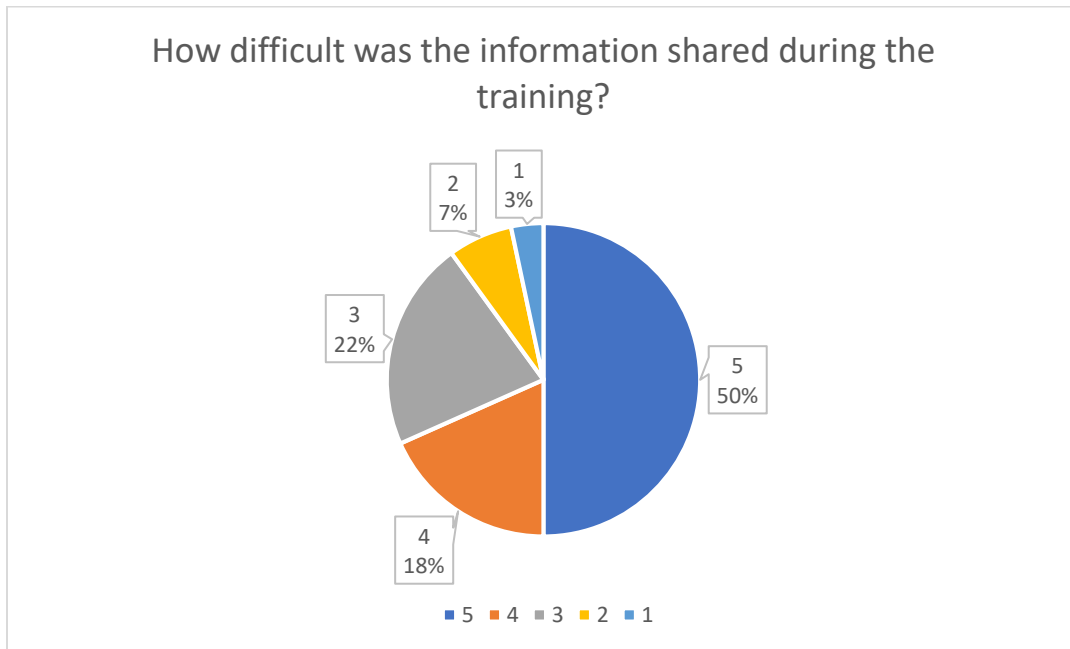
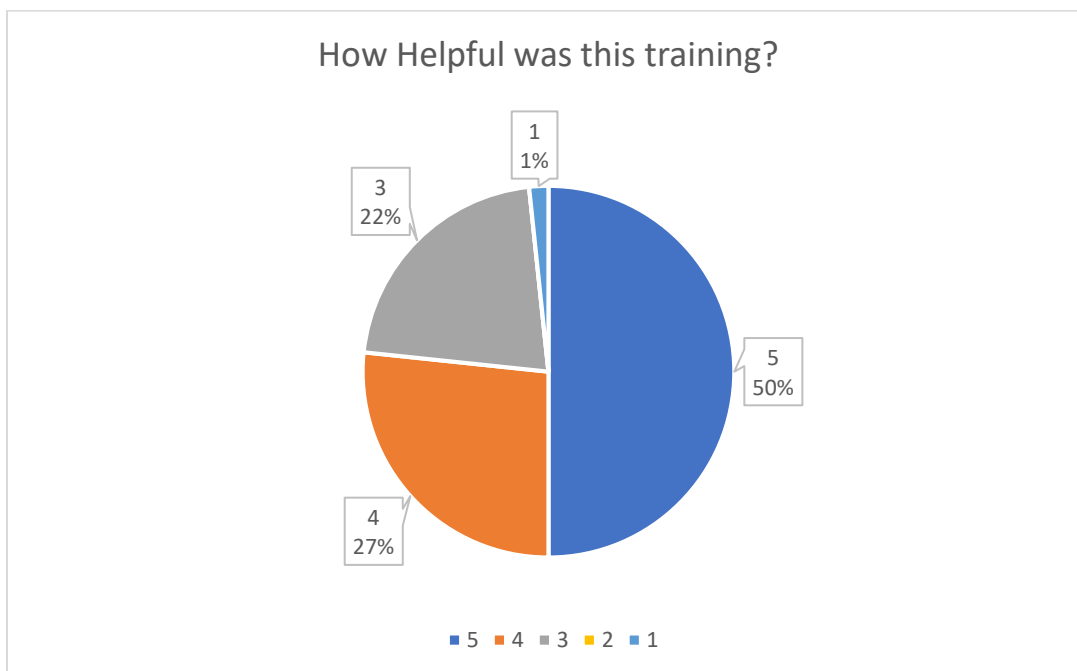


7/16-7/18 Training Feedback Form Results

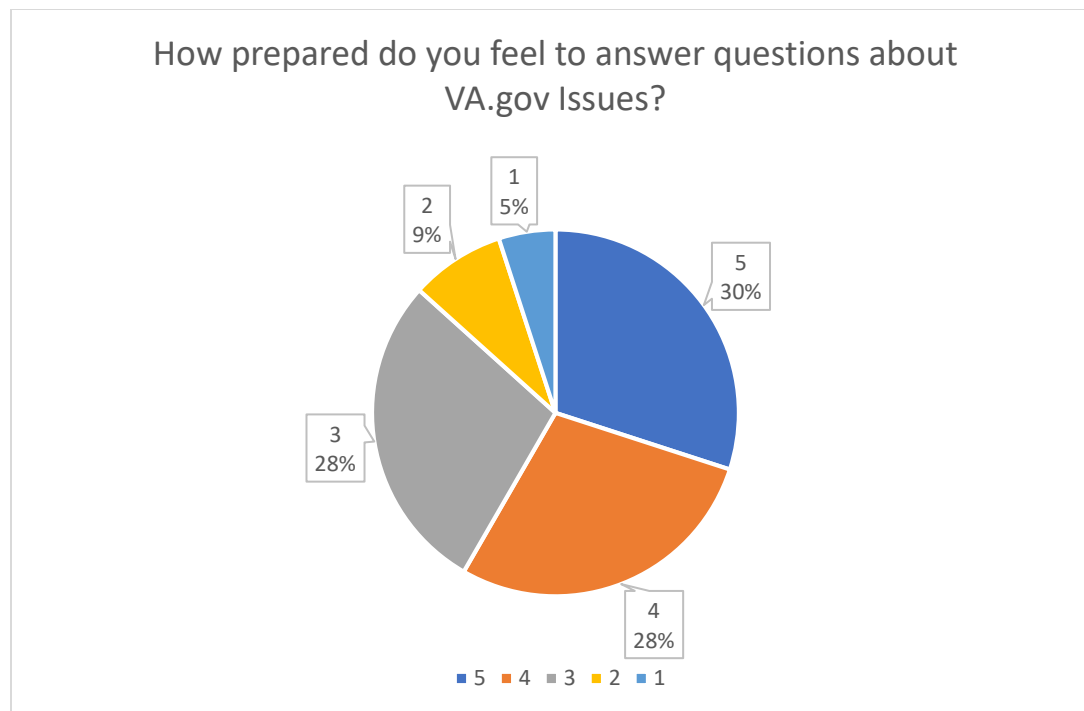
N = 60 participants



5 = Very easy, 1 = Very difficult



5 = Very helpful, 1 = Not Helpful



5 = Not prepared, 1 = Very prepared

Comments

What would help you feel prepared to answer VA.gov questions?

- Having KMs for the different problems that may occur
- A sandbox environment for exploration
- Having access the PowerPoint deck
- More training
- We will need more training and need memory aids available like within KM's to help. Need more time.
- Hands on training and cheat sheets
- Cheat sheet chart
- Helpdesk phone # only
- I do not know how to troubleshoot problems
- Thorough explanation however you don't know what you don't know time will tell
- Knowing My HealtheVet
- Going to ID.me to help vets more
- Hands outs and job aides
- An online training environment and a helpdesk we can contact
- On going training for changes. Poll us for questions related to future events.
- It will take more practice and call s to feel more comfortable
- More practice

- I need practice and I would like to review the training again later
- I will make myself more familiar by looking over the website
- Agents are not hired to do helpdesk. A direct number to trouble shoot would be helpful to give vets.
- To refer to a technician
- More practice
- It is not our job to do computer IT support. These calls should go to VA's IT department.
- More hands on

What was the best part of the training?

- Learning to navigate
- Detailed explanation of the errors
- Getting deeper insight into navigating VA.gov website
- Log-in
- Learning how to properly assist questions about VA.gov
- Very communicative and useful
- Great information
- Open discussion
- Practical information focused on actual solutions
- Was able to answer all questions that was asked and information that was incorrect on slides were willingly corrected
- Using the sandbox account
- The information received
- Navigating the information
- Hearing the different login account types
- Good and empathetic presenter
- Information in slides was detailed
- New information that was given
- The presenter was very well prepared; she was updating information and questions during the training
- Layout/sequence of slides was easy to follow
- Small group/great presenter
- Presentation
- Not a vet so it was great to see more about VA.gov
- Showing login
- Explaining how to access support
- The helpdesk numbers
- Getting information
- Chante
- The plethora of information
- The step by step instructions

- Detailed
- DS Logon information
- Learning
- Getting additional information on VA.gov
- Slides
- Questions answered
- Contact information for VA.gov, My HealtheVet, DS Logon
- The chart
- All was great
- Learning
- Stories
- Chante
- Phone numbers
- Interaction
- Training personable and likable

What was the worst part of this training

- Would love troubleshooting capability
- No snacks
- Some data may be incorrect
- Not being able to navigate
- It was very long
- Too many subjects crammed in. Always feels rushed
- Too rushed. Too much information for one session
- No snacks
- Slide show. Was not interactive
- Computer IT issue related problems
- No questions until the end
- Big amount of information
- None
- Kind unfair to the trainer cause it's a huge task
- The PowerPoint
- Length
- Many questions, too few answers
- Trainers lack of experience/knowledge of VA
- The training was very simple and probably took longer than it should have
- Difficult to understand our role as Tier 1 support. We have info we now need but unsure of our parameters of helping.
- No idea why we were asked to do training
- Too fast
- Length

- Getting additional issues to work with frustrated vets
- Length
- No snacks
- Don't just looking at screens. More hands on.

Additional Comments or Suggestions

- The trainer was very helpful and gave truthful answers. Great job.
- Appreciate all the training we receive.
- Agents will need more training
- Add ID.me helpdesk #
- Hands outs would help for review
- Updates us as it goes please!
- I think the training was easy to follow and very detailed and well put together.
- No support, no way to escalate issues to VA.gov support team because there isn't one.
- A lot of questions were asked by the students in the class they got a lot of "I don't know" responses.
- No hand outs
- Good training, thank you!
- Great presentation
- Hire more technicians