**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 4a&b:

**GENERAL THEMES**

* Would appreciate more focus on and indication of what’s new within the section.
* Use Submit a Question all the time.
* The SR page, there’s a lot of information thrown in there. A lot of duplicate info – sometimes hard to find information.
* **Training New SCO’s - SCO Page, more information on training opportunities. Would like the training to be broken out at a more granular level.**
* Information Letters. Those are dated, with older information.
* Don’t have a lot of luck with Search on the site – get a lot of info that’s not pertinent. Can’t get exactly what she wants.

1. Briefly, what is your role, how long have you been a SCO or School administrator, and how do you interact with service-connected students?

Jess

Gail

7- 9.5 years experience.

1. How often do you access the School Resources pages?
   1. Every week
   2. Once a month
   3. Few times a year
   4. Once a year
   5. Not at all
2. What resources on the School Resources pages do you find most beneficial and useful?

Education & Training area – for SCO’s AND students.

Wonders if all 3 pages will be updated in this process.

JESS – noticed that the School Certifying Officials page looks neater & is a lot easier to follow. The SR page, there’s a lot of information thrown in there. A lot of duplicate info – sometimes hard to find information.

Don’t have a lot of luck with Search on the site – get a lot of info that’s not pertinent. Can’t get exactly what she wants.

SUGGESTION: When new information comes out, have that top & center. On SCO page, have that now. Not a lot of headers

LOOKING AT PAGE…

To be honest, not too much of the Information Letters. Those are dated, with older information.

Student Veteran’s Assistance Section is helpful.

We focus on Training Resources & SCO Page.

**One thing that would be helpful… VA Forms at the bottom of the page, when the forms have been updated, put an announcement to let people know it’s been updated. Getting a notification that it’s been updated would be helpful.**

**We use the Ask a Question feature all the time. We use that even more than the SCO Hotline.**

**Training New SCO’s**

* **SCO Page, more information on training opportunities. Would like the training to be broken out at a more granular level.**

1. What resources are most beneficial and useful to share with prospective and current military-connected students?
2. What additional resources would you like to see in the School Resources area of the site?

1. What sort of announcements and events do you find relevant and of interest?

1. What content or functionality would encourage you to access the VA site more frequently?

1. Is there any content on the pages that you consider irrelevant or unnecessary?
2. What would increase your confidence in the fact that you will find valuable and useful content each time you visit the page?

Thank you very much for taking the time to share your feedback. We really appreciate your help!