P3 | Female | SCO | 2-year College with 2 SCO | 60 GI Bill Students | New York

* Nav: Easily navigated to the School Resources page from the "For School Administrators" link on benefits.va.gov. P3
* Did not notice the Required Training link (pre-re-labelling) which appears above the Essential Training accordion. P3
* Thought STEM Scholarship might be an advanced topic, then clicked the scholarship link and assumed it would be there. P3
* Essentials accordion - Liked the items that exist, specifically SCO Handbook, VA-ONCE, ELR, WEAMs, A-Z. P3
* In training only opened the accordions and missed the link above, in Policies, only commented on the links above and did not open the accordions. P3
* In advanced topics, would expect "Complex certification" scenarios, extension campus certification changes, "Reporting" (85/15 ratio), how schools get programs approved, degree certification approval, etc. as categories. P3
* Liked that forms are easy to find as she often has to search around for them. P3
* New Content: Would like to see the housing rate for online students (half the national average) though generally lets students calculate housing themselves, so SCO is not responsible for mis-quoting the amount. Essentials accordion/New Content: Might add info on Chap 31 Voc Rehap and how to find your VA Counselor for Chap 31. P3
* Likes seeing the processing times so she can let students know approximately how long approval will take. P3
* Found the SCO Handbook right away. P3
* "I like it. It flows well." P3
* Easily found Scholarship info in the Resources for Students area. P3
* Likes having the announcements. P3
* Likes that Submit a Question and the FAQs are in about the same area as on the traditional page. P3
* Used the training and guides anchor link. P3

Additional beyond our scope:

* Typically sign up for webinars via email response rather than on the website. P3
* Visits the current SR pages 3-4 times a week, less in the middle of the semester). P3
* Accesses the current SR pages for training, SCO Handbook and VA-ONCE.

Recommendations

* Include the dial-in info on the webinar page, so both future and past webinars appear on the same page.
* Add STEM Scholarship to the Scholarship page.