**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 1: Georgetown, 749 GI Bill Students.

Director & Assistant Director

Both have multiple years of experience in their roles within Veteran’s office

**GENERAL THEMES**

* Don’t use the section much. Rely on personal experience & institutional knowledge.
* Feel the current content is more geared to inexperienced SCO’s.
* Grouping events by topic & content by task could make it more useful.
* **Submit a question is hands-down the best feature on the website.**
* Information needs shift during the calendar year, for example March is Yellow Ribbon season

Here are links to the current School Resources Pages:

* <https://benefits.va.gov/gibill/school_resources.asp>
* <https://www.benefits.va.gov/gibill/school_training_resources.asp>
* <https://www.benefits.va.gov/gibill/resources/education_resources/school_certifying_officials/sco_info.asp>

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?

Back up SCO’s. Support SCO’s – with any questions that come in from VA.

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

A lot of what’s on this site, you can google. You don’t need to come here

Coming to this page to pull language or guidance from the VA for the school.

Use it for Yellow Ribbon – especially in March when the season ramps up. I know what schools can and cannot do but want to be sure people on campus know.

Over the summer, changes to the Forever GI bill, I’ve been clicking on Webinars to get info for the team for when the team can’t get to webinars live.

HOW DO YOU USE IT…

Click on Yellow Ribbon Link and then the FAQ tool within that area.

Last year used this for research into what peer schools were offering for Yellow Ribbon.

Info on how to certify or questions on benefits, I don’t find this [ School Resources ] page helpful for that.

Prefer to Google the SCO handbook – and if they don’t find the answer there,

Want to know

1. How to certify students
2. Information about benefits

1. What resources on the School Resources pages do you find most beneficial and useful?

“grouping of information is not helpful”

If I have a specific question about how to certify a student, I have to do a lot of digging. The site doesn’t have a lot of guidance on how to do it.

Webinars are helpful but would be more helpful if they were grouped by topic.

NASAA is a helpful resource.

We rely more on SAA (State approving agencies) or ELR (Education Liaison Resource – help communicate VA updates to schools) than this site. The site is just not clear or easy to use.

TOPICS:

* How to Certify Students
  + Graduate Non-standard Terms
  + TA Top-Up (Tuition Assistance Top-Up)
* Forever GI Bill
* Work Study – and information around that
* Tutoring / Tutorial assistance (when students need tutoring – how that works and how to get it)
* Vocational Rehab Benefits [doesn’t fall into this exactly but SCO’s get this a lot! – would be helpful to have some info (a link?) from here to there ]
* WEAMS support – would be helpful to have a link to WEAMs so I don’t have to Google it every time.

Wants more & easier access to topics where the certification is complicated.

Section seems to be set-up for new SCO’s – team has enough experience that this section really isn’t helpful. *What would make this section more helpful to more experienced SCO’s.*

**Submit a question is hands-down the best feature on the website.**

*Are there VA resources outside the School Resources pages that help you do your work as an SCO?*

1. What resources are most beneficial and useful to share with prospective and current military-connected students?

Prospective student questions: School will provide numbers. Rarely direct students to VA.gov. GIBCT is confusing to students. Asst. Director – only directs students to VA.gov to apply for benefits.

1. What additional resources would you like to see in the School Resources area of the site?

*Are there resources or info the VA doesn’t provide to you for the SCO role that you wish it did? If so what & how would that help you?*

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

No – get info on events and announcements from ELR. Comes via email. I have enough accounts, I don’t need another website to check.

For Graduate Assistants – when they’re ramping up, have them go through VA-ONCE training but it’s really out of date.

Would be helpful to have up to date VA ONCE training.

Training for GA’s or Work Study students would be helpful.

* How benefits work
* What questions they can answer
* What VA Work Study can & can’t do.

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

The new layout of VA.gov is amazing. If that could be applied here, that would be great.

VA-Once – Google it… Bookmarked.

VA.gov – nope, it’s so easy to get to.

VA.gov / Apply for your benefits – have that bookmarked to skip the step of getting to VA.gov.

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?

***Are there resources or info the VA doesn’t provide to you for the SCO role that you wish it did? If so what & how would that help you?***

* ***Certifications that are more challenging. Guest students, non-standard graduate terms, new updates that are coming out. Current SCO is going to be up-to-date on the old stuff.***
* ***Also info should be in Plain Language so it’s easier to reuse.***

Conferences & Events: What are some places that meet the new requirement for SCO’s to get more training (AVICO, WAVES, NASAA)

Want to know…

* Do conferences meet requirement?
* When are regional conferences happening?
* Is including info about the conferences preferential treatment?

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