**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 2: Male, Boston University, 489 GI Bill Students.

BRAND NEW SCO; 2 people in office.

**GENERAL THEMES**

1. **Benefits.VA.gov is overwhelming to new users**
2. **SCO Handbook** is useful but information is general. Relies heavily on **SCO Hotline. (SCO Hotline is confidential #)**
3. Doesn’t find the labels / titles of resources helpful – not clear what links direct to, what things are, how big they are.
4. For quick answers to challenging questions, relies on phone calls, Google, and “Quick Guides” like VA ONCE Quick Reference Guide to do the work.
5. Briefly, what is your role, how long have you been a SCO or School administrator, and how do you interact with service-connected students?

July 22! Became SCO August 18!

It’s the certifying season so has been interacting with students a lot.

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

Have you visited this site before? Not sure. Maybe.

What sort of training did you do?

Was a graduate assistant at USC (somewhere). Was working in VA-ONCE before he got to BU.

New policy = all new SCO’s have to take the VA ONCE training so he did that.

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

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

Had a student who was facing homelessness so reached out to VA Homeless Hotline.

**Use the SCO Hotline for lots of questions.** The **Education Resource Liaison** supplies that information to the SCO.

All sorts of questions – I’m about to be homeless, why haven’t I been certified yet, what are the charges for out of state students… Anything you can think of, we get it here.

SCO handbook has information… look that up.

Homeless Hotline, googled that.

**RESOURCES – in this order…**

Handbook

Hotline

Google

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?

*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?

Trainings or webinars? Building the absolute foundation for students.

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

Biggest thing: one-stop-shop as much as possible. Know it’s hard, so much policy… but it would be great to have direction.

Over time you learn where stuff is.

If I don’t have the information, I google it or CTRL F in the SCO Handbook.

A list of approved non-profits or NGO’s that are trusted by the VA to support Veterans. A lot of times I’m apprehensive to send the student to a resource without knowing that it’s a trusted program.

Yellow-Ribbon is good – came from a public university so it’s good to have this.

Informational letters, this is nice but I don’t know if I’d ever come here looking for this.

My predecessor was just thrown in to the role – if I didn’t have experience from my previous role.

VA-ONCE:

*Gives tips & tricks on how to make the content more useful (titles, document size)*

Not enough time in the day to go thru all this stuff. The easier it is for us to use, the better.

PDFs = as long as the content isn’t updated too often.

***HAVE BOOKMARKS***

SCO Handbook

VA-ONCE Quick Reference

***ON His Bulletin Board***

Student GI Bill Phone Number

SCO Hotline

Contact info for our ELR

GI Bill Maximum (back to 2013)

***SCO P 63&64 – Rate of Pursuit:*** If someone at the VA can review this. Looks like 2 tables, re-made it myself. Anyone who’s not Ch33, you need to use this equivalency table. Have this right by my keyboard and use it all the time.

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?

***WHAT SURPRISES YOU ABOUT THE JOB?***

**Came from Cal State Fullerton, VA Department was a well-oiled machine. At BU, just me and one other person. Still over 300 students. VA Policies that are changing right now. A little surprised that such a prestigious university doesn’t have a lot of support for Veteran students. How different it can be from institution to institution.**

**Pretty impressive that all the students get certified.**

**SCO Handbook –**

Was originally opening the SCO handbook for VA-ONCE, then the ELR sent the VA-ONCE Quick Reference

TA Top-up – totally new program for him (at private school).

Sometimes the SCO Handbook is too general. More than half the time, has to follow-up with the hotline.

***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?***

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