**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 3a&b:   
National University San Diego  
4276 GI Bill Students

**GENERAL THEMES**

1. These SCO’s frequently access the School Resources section.
2. Ask a Question is huge! Use it all the time.
3. Want Webinars more regularly, advance notification and presentations.
4. Would be useful to have a “For New SCO’s” section (to get up & running)
5. Use WEAMS frequently and tried to access it from Resources section but gave up and now Search on Google.
6. Briefly, what is your role, how long have you been a SCO or School administrator, and how do you interact with service-connected students?

Rose: SCO, 9 years – Ch33 & Ch31.

Robert: SCO, 12 years. Credit / Non-credit / Certificates. Was also a GI Bill student so has seen it from both sides.

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

News & Updates about VA.

Training – especially about upcoming updates.

When requests come up about what was in Webinars. Would like to know when future Webinars are coming. Especially when Forever GI Bill is coming out. Want to make sure we can schedule the training and have enough people to attend.

Because there are so many changes coming out – would be helpful if information was also on the website.

For example, a colleague in VA got an email that says someone is going to be the State Certifying Official – that it all has to go through Federal ELR. This is pretty significant information.

Lists of email lists to be on… Place to sign up for email lists

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

Upcoming Events… Likes being able to sign-up for events.

Like to point new SCO’s to the School Resources area of the site. (Then they try to find it… having some trouble… )

Search on the site isn’t very user-friendly. Trying to get to WEAMS, can’t get there via the VA site. Uses Google. There’s a lot of good information on the website, just trying to extract it is hard.

New person on board, has to “do the training” and then they’ll notify the OLR that she’s ready to be certified. Nothing that says “This is for New SCO’s”. Those who’ve never done it before, need the certification. (VA-ONCE).

**One thing I do like, Submit a Question. That is huge!**

**We can submit all sorts of questions, we can submit super challenging cases and then the VA does the research and sends back the info. Uses it 2-3 times/week. Do they use the FAQ part of that tool?**

SCO Handbooks is incredibly useful. Get a notification that a new one is up via VA-ONCE. Would be helpful if they could send out to everyone that an updated version is available.

Likes that the SCO Handbook shows what the updates are.

FYI – new handbook Table of Contents doesn’t have page numbers and the page numbers in the index don’t align.

Not really certain areas of the handbook that they regularly reference. Sometimes the housing allowance.

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

Vocational Rehab – would be helpful if you could see a map with locations.

Invoices…

There’s not enough information to follow-up.

WRT Webinars – site doesn’t have a schedule of what’s upcoming. ELRs are supposed to notify but they’re busy and sometimes notices come in late.

Really appreciate us asking for their input. Want to make it a better service.

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?

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?

***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!

NOTES From Tammy Hurley

VBA sends out GovDelivery messages and someone can get their name added to the subscription list.

The information to subscribe to email lists is at the bottom of the GovDelivery letter.

Here is the link to the new info

https://www.benefits.va.gov/gibill/resources/education\_resources/school\_certifying\_officials/sco\_info.asp