**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 5:

Jackson college (98 gi bill students)

**GENERAL THEMES**

* **KEEPS A PRINT COPY OF THE SCO HANDBOOK. IT’S EASIER TO LEAF THROUGH, POST IT NOTES, ETC.**
* **If you don’t know exactly what you’re looking for, you’ll be there for awhile.**
* **Colleague is really detail oriented but mostly self-taught because training isn’t very helpful.**

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?

Randall – does everything *but* put in information for the VA.

Has been doing this about 12 years.

Constantly engaging with the students, open door.

Trying to cover all the bases. When a student shows up with a need, they’re going to work to understand the issue and find out where to point him.

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

Not familiar with

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

* **Everything is pretty standard. If schools aren’t following those Informational Guidelines, they need to go back to square one.**
* **Look at it as Veterans taking care of Veterans.**
* **In the past, using the common VA website, there’s so much information. If you don’t know exactly what you’re looking for, you’ll be there for awhile. Typically I’ll go to another source unless it’s a VA-specific issue.**
* **KEEP A PRINT COPY OF THE SCO HANDBOOK. IT’S EASIER TO LEAF THROUGH, POST IT NOTES, ETC.**

**Q: Using the VA site for VA specific issues… Can you give a few examples of what would be a VA specific issue that would compel you to go to the VA site.**

**A lot of students aren’t paying attention to the out-briefings. They walk in the door here, we do most of the training… here’s how your GI Bill works. What the Veteran student expects and when to expect it.**

**A lot of students on the GI Bill use financial aid (Pell Grants).**

**SCO Training – SCO position is not a full time position here. Colleague is really detail oriented but mostly self-taught because training isn’t very helpful.**

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!