**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 6: Brown University, 86 gi bill students)

**GENERAL THEMES**

Concern with VA pages in general – they are SO busy and need focused resources.

Uses VA ONCE a lot

Uses Submit a Question portal a lot. … having that easily accessible would be key.

Don’t know Who’s on the other side of “submit a question” - “only been here 9 years”

Asks ELR questions via email.

**Most people know about Yellow Ribbon and Principles of Excellence – know if we’re participating and probably not the best thing to lead-off with.**

**School Training Resources:** This is actually helpful info. I’m going to be training someone soon and this is good information.

Would be helpful to divvy up the content into buckets for “New SCO’s / What you have to know” and more advanced

QUOTE: **Submit a Question** is the most important thing that I want right in my face.

Might want to contact Kim Mullet is Director of Military Affiliated Students Office. Would be a good person to talk with.

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?

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 - Never**

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

**Hasn’t been on these pages before but generally uses GIBCT.**

**Gets a lot of emails about doing webinars. Thinks it would be helpful to do them but doesn’t have a lot of time to squeeze those in.**

**Most people know about Yellow Ribbon and Principles of Excellence – know if we’re participating and probably not the best thing to lead-off with.**

**Informational Letters appear to be dated. Wonders what’s the point in displaying the older content.**

**School Training Resources:**

This is actually helpful info. I’m going to be training someone soon and this is good information.

Events - Transcripts are really helpful if you can’t make it to the webinar.

Maybe have webinars / trainings divided by basic info and more advanced trainings.

* How to Use VA-Once
* How to Use Yellow Ribbon
* How to deal with changes (or something)
* When / How to do reporting

**SCO Resources Page:**

Would be helpful to divvy up the content into buckets for “New SCO’s / What you have to know” and more advanced

**Submit a Question** is the most important thing that I want right in my face.

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

Students don’t always come to her for general stuff… typically only for financial aid questions.

1. 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!