**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 7: Walden University (2771 gi bill students)

**GENERAL THEMES**

Mainly use VA.gov – to grab the SCO Handbook.

Thinks content gets lost on the page.

Yellow Ribbon – that’s the same every year, so don’t need that info.

Principles of Excellence – we signed that years ago so don’t need that.

**A lot of the handbook is over students’ heads but it would be helpful to have a break out of what the student is responsible for & what the school is responsible for**.

Would be helpful for a new SCO to know **what the student is responsible for & what the school is responsible for**.

Informational Letters – usually get those in email so that section isn’t so helpful.

Bookmarks

* VA ONCE
* SCO Handbook
* Payment Rates (Students ask about this a lot)
* Ask a Question

Googles WEAMS. GIBCT.

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?

Military Services Specialist – primary role is SCO. Extends services to greater military community – students that might not have EDU benefits.

13 years.

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?

Mainly use VA.gov – to grab the SCO Handbook. And announcements on the **main page**. *Mentioned that you get announcements on the “main page” which page does she mean by main page?*

Thinks content gets lost on the page. If I’m looking for information about things like Post 9/11 GI Bill Housing, it’s not here.

Only visits every couple months, since announcements don’t come out often.

Link to Conference Page –rarely goes to that page. They only go to the AVICO conference and get info about that in email.

Yellow Ribbon – that’s the same every year, so don’t need that info.

Principles of Excellence – we signed that years ago so don’t need that.

SCO Handbook – that’s usually what I want so that would be helpful.

**A lot of the handbook is over students’ heads but it would be helpful to have a break out of what the student is responsible for & what the school is responsible for**. Would be helpful for a new SCO to know this as well.

Would be helpful to have “Announcements that apply to SCOs” – especially identifying what’s the most recent. And have an archive of historical announcements that was accessible (but not on the page).

Informational Letters – usually get those in email so that section isn’t so helpful.

**School Training Resources**

I have VA-Once bookmarked so I don’t have to come to this page for anything.

Bookmarks

* VA ONCE
* SCO Handbook
* Payment Rates (Students ask about this a lot)
* Ask a Question

**ON the Ask a Question… looks like there are 2 parts – FAQ and Ask a Question… do you ever use the FAQ part of that tool?**

Everything else I google... WEAMS. GIBCT.

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

Student Veteran Assistance section: hasn’t used that.

“Usually if it takes me a scroll or 2 to get there, I won’t go.”

Would be helpful to have this content more visible (“maybe in the left section” “or maybe have it expand”

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

Bookmarks

* VA ONCE
* SCO Handbook
* Payment Rates (Students ask about this a lot)
* Ask a Question

And things outside of VA…

* *DoD Portal*
* *Go Army Ed (has precertification option – like certifying for GI Bill credit- but before it actually goes to Army)*
* *Navy Portal (to submit grades)*

Search engine on page is helpful.

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!