**School Resources Migration SCO Questionnaire**

**September 9, 2019**

Participant 8: Arizona State University (6230 gi bill students)

**GENERAL THEMES**

1. Yellow Ribbon has a helpful FAQ. Refers new SCO’s to it.
2. Student Veteran Resources – definitely use that. Within Scholarships section, there’s a link to dependent & military members that’s helpful.
3. **Certification & Training section – not so helpful for him but would be helpful for SCO new hires.**
4. Would like Infographic for students on education benefits application process.
5. Updated processing times from the VA would be nice.
6. **Has the whole SCO Handbook printed out.**
7. **Has bookmarked sections of SCO Handbook – Reporting, Benefits Assistance.**
8. *VA Once quick reference user guide – is helpful. When I teach classes(trainings), I make new SCO’s read that ahead of time.*
9. School Administrator section looks like it’s never been updated. Everything gets put up, nothing gets taken down.
10. Use School Administrator section less now that he knows role better.
11. Briefly, what is your role, how long have you been a SCO or School administrator, and how do you interact with service-connected students?

SCO. At ASU since 12/2015. Meets f2f w students and also over the phone.

Certifying, advising students on how VA looks at their classes.

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?

Conferences & Events – doesn’t use.

Does use Yellow Ribbon & refers new SCO’s to it. Has a helpful FAQ.

Informational Letters – looks for updates occasionally

Student Veteran Resources – definitely use that. Within Scholarships section, there’s a link to dependent & military members that’s helpful.

Find your ELR – don’t use that as much, I know who she is. ***Do students need access to the ELR? Not sure students are given that info or even why they’d contact that person.***

***Generally reach out to director and he’ll reach out to ELR or SAA, depending on what the issue is.***

**Certification & Training section – not so helpful for him but would be helpful for SCO new hires.**

**BOOKMARKS**

* **WEAMS**
* **Education Service Page (goes to Education & Training main page)**
* **GIBCT – show pretty much every new student**
* **Right Now Web (SCO’s can submit questions and find questions… Submit a Question tool) RNW inquiry.** 
  + **Submits complicated question**
  + **There’s a naming convention:** 
    - **Payment Issues**
    - **Debt Letters**
    - **Workstudy – Timecards**
  + **FAQ: uses it but it’s hard to find questions when you know what you’re looking for.**
* **SCO Handbook [still needs page numbers]**
  + **Has the whole thing printed out.**
  + **Has some sections bookmarked**
    - **Reporting**
    - **Benefits Assistance**
* **ELR sends a monthly newsletter to schools that includes information about training.**

*VA Once quick reference user guide – is helpful. When I teach classes(trainings), I make new SCO’s read that ahead of time.*

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

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

Infographic on what’s the process & where they go to apply & the application process.

Updated processing times from the VA would be nice.

1. What sort of announcements and events do you find relevant and of interest?

Updates on policy: Sometimes from the students themselves. ELR Newsletter & Program director

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

Make it more user friendly. Looks like it’s never been updated. Everything gets put up, nothing gets taken down.

Use it less now that he knows role better.

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!