

Post-NatCon 2020 Survey Report



**Analysis and Report Compiled by
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Introduction

The Post-NatCon 2020 Survey was a follow-up survey to the 12th Annual Student Veterans of America (SVA) National Conference (NatCon) held in Orlando, Florida from January 3th to January 5th, 2020. The conference brought together student veterans, higher education staff and administrators, stakeholders, policymakers, and the general public. The purpose of the Post-Conference Survey was to elicit feedback from the conference attendees on key features of the conference (e.g. program, speakers, and special events) for future conference planning and improve the customer experience (CX) at future SVA events.

This report summarizes the Post-NatCon 2020 survey results. The main body of the report displays the response frequencies and percentages of the individual questions of the survey that asked respondents to rate the general sessions, breakout sessions, and other parts of the conference. There are 10 appendixes to the report documenting open-ended text responses from the survey questions.

The Post-NatCon 2020 survey was sent to all confirmed conference attendees with a unique email address. SVA staff, board members, and exhibitors were excluded from this list because other methods for post-conference feedback for these groups were being employed and would be redundant. 516 attendees responded to the survey.

Respondent Demographics

The majority (49.08%) of respondents were student veterans, followed by SVA Chapter Advisors and School Representatives (Combined 24.74%), SVA Alumni (5.73%), VA Certifying Officials (4.7%), Exhibitor/Sponsors (1.02%), Federal/State Employees (3.07%), and VSO Representatives (4.29%). The other options were below 5.0% of the responses.

Nearly the entire sample (88.37%) indicated they were age 25 or older, with almost half (42.15%) of respondents being between 25 and 35 years of age. The majority (59.77%) of respondents were male and over two-fifths (39.94%) of respondents were female.

The majority (78.64%) of those that indicated having past military service identified as veterans, 4.41% being in the National Guard, and 5.42% being Individual Ready Reserve or Inactive Reserve (IRR). (35.93%) of the respondents indicating past or present military service were Army, followed by the Marine Corps (21.36%), Navy (22.37%), Air Force (18.3%), and Coast Guard (2.03%).

| Which of the following best describes your role in which you attended SVA's National Conference? <i>(select all that apply)</i> | | | |
|---|------------|----------------|--|
| | Frequency | Percentage | |
| Student Veteran | 240 | 49.08% | |
| Student Civilian | 10 | 2.04% | |
| School Representative (staff, professor, administrator) | 74 | 15.13% | |
| SVA Chapter Advisor | 47 | 9.61% | |
| VA Certifying Official | 23 | 4.70% | |
| Exhibitor/Sponsor | 5 | 1.02% | |
| VSO Representative | 21 | 4.29% | |
| Student Veteran Alumni | 28 | 5.73% | |
| Federal / State Employee | 15 | 3.07% | |
| General Attendee | 10 | 2.04% | |
| Other | 16 | 3.27% | |
| Total | 489 | 100.00% | |

| What is your current age? | | | |
|---------------------------|------------|----------------|--|
| | Frequency | Percentage | |
| Under 25 | 41 | 11.92% | |
| 25 or Older | 304 | 88.37% | |
| Total | 344 | 100.00% | |

| What is your current age? | | |
|---------------------------|-----------|------------|
| | Frequency | Percentage |
| 18-24 | 40 | 11.63% |
| 25-29 | 73 | 21.22% |
| 30-34 | 72 | 20.93% |
| 35-39 | 48 | 13.95% |
| 40-44 | 33 | 9.59% |
| 45-49 | 38 | 11.05% |
| 50-54 | 22 | 6.40% |
| 55-59 | 12 | 3.49% |
| 60-64 | 5 | 1.45% |
| 65-69 | 0 | 0.00% |
| 70 and Over | 1 | 0.29% |
| Total | 344 | 100.00% |

| Which best describes your gender identity? | | |
|--|-----------|------------|
| | Frequency | Percentage |
| Male/Man | 205 | 59.77% |
| Female/Woman | 137 | 39.94% |
| Transgender Male/Man | 0 | 0.00% |
| Transgender Female/Woman | 1 | 0.29% |
| Non-binary/Third Gender | 0 | 0.00% |
| Prefer to Self-Describe | 0 | 0.00% |
| Other, not listed | 0 | 0.00% |
| Total | 343 | 100.00% |

Which of the following best described your military service?

| | Frequency | Percentage |
|--|-----------|------------|
| Active duty (non-reservist) | 238 | 72.78% |
| National Guard | 13 | 3.98% |
| Reservist (drilling) | 16 | 4.89% |
| Reservist (mobilized or called to active duty) | 13 | 3.98% |
| Not applicable, Civilian Supporter | 28 | 8.56% |
| Not applicable, Dependent (Spouse / Child) of Veteran | 19 | 5.81% |
| Total | 327 | 100.00% |

What is your current military status?

| | Frequency | Percentage |
|---|-----------|------------|
| Active Duty | 5 | 1.69% |
| Active Guard and Reserve | 6 | 2.03% |
| Individual ready reserve or inactive reserve (IRR) | 16 | 5.42% |
| National Guard | 13 | 4.41% |
| Reservist | 23 | 7.80% |
| Veteran | 232 | 78.64% |
| Total | 295 | 100.00% |

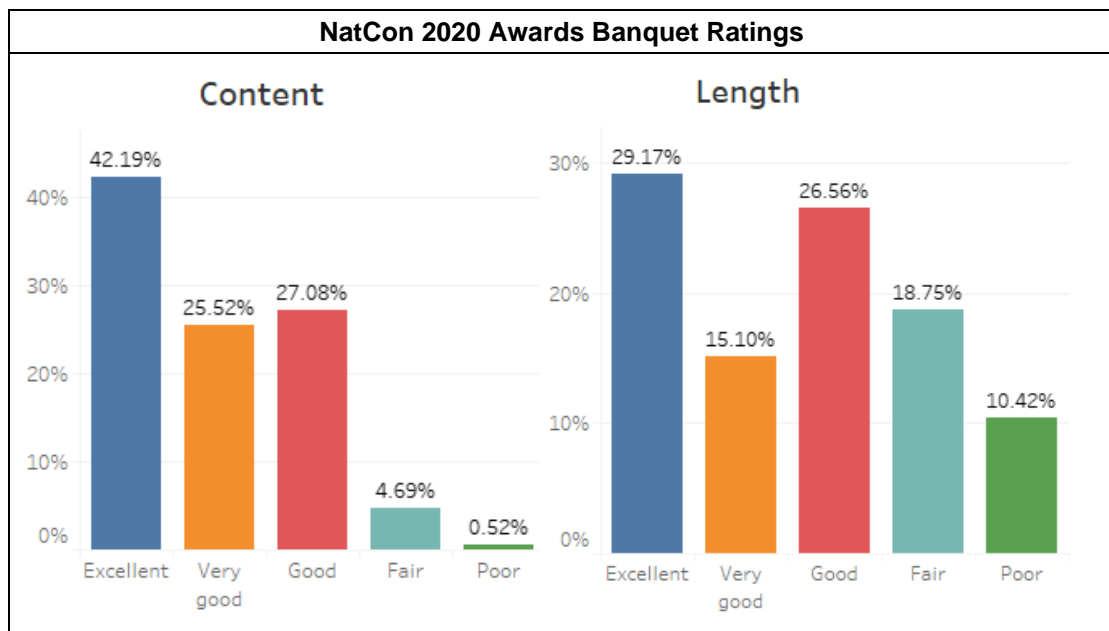
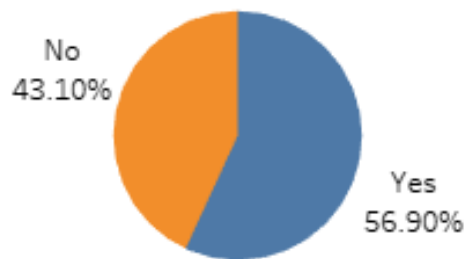
In what branch of the military did/do you serve?

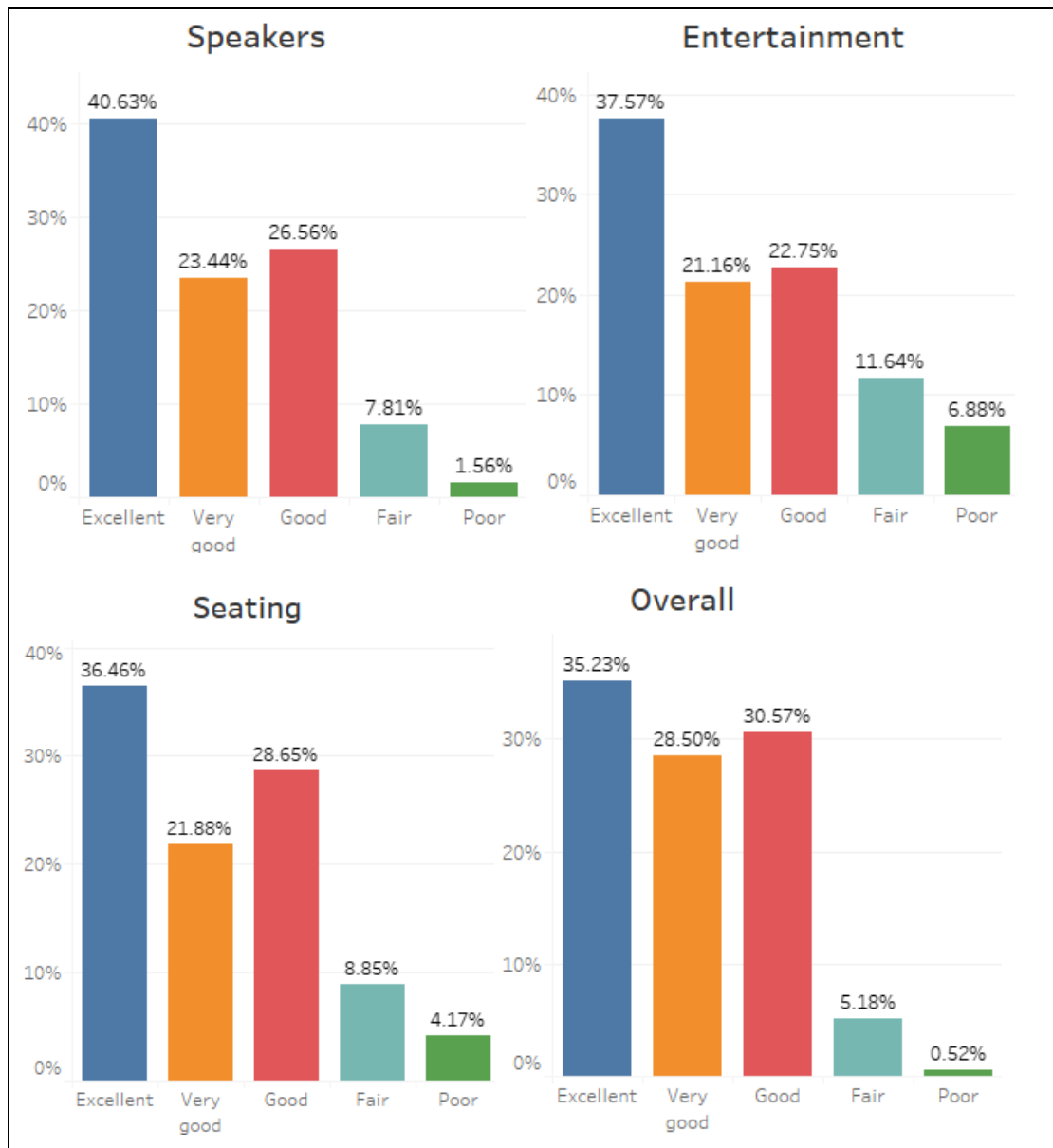
| | Frequency | Percentage |
|---------------------|-----------|------------|
| Army | 106 | 35.93% |
| Air Force | 54 | 18.31% |
| Navy | 66 | 22.37% |
| Coast Guard | 6 | 2.03% |
| Marine Corps | 63 | 21.36% |
| Total | 295 | 100.00% |

Awards Banquet

A traditional piece of the SVA National Conference is the SVA Honors Awards Banquet marking the close to the SVA National Conference. 38.37% of the Post-NatCon 2020 Survey respondents reported attending the Awards Banquet. Based on other survey questions and the open-ended comments (See Appendix 8).

| Did you attend the SVA Honors Award Banquet on Saturday evening? | | |
|--|-----------|------------|
| | Frequency | Percentage |
| Yes | 198 | 38.37% |
| No | 150 | 29.0% |
| No Response | 168 | 32.56% |
| Total | 516 | 100.00% |

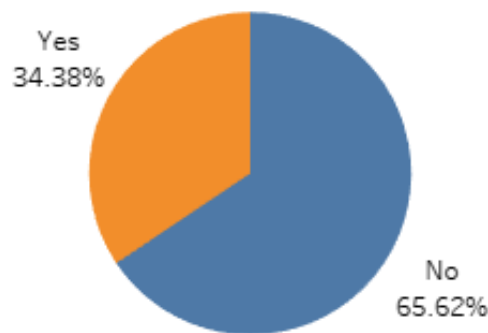




Previous SVA NatCon Experience

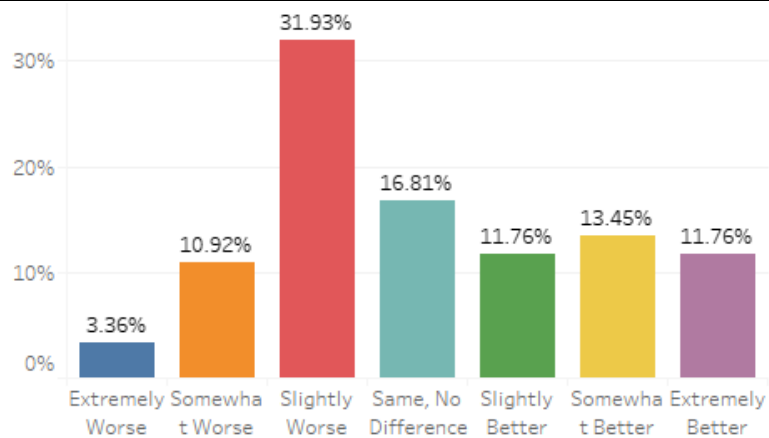
The 36.97% of the respondents that had attended a previous Natcon reported that NatCon 2020 was better than previous conferences they attended. 46.21% of respondent reported that NatCon 2020 worse than previous conference. Please check the appendix 1 for the open ended responses.

| Have you attended a previous SVA National Conference? | | |
|---|-----------|------------|
| | Frequency | Percentage |
| Yes | 120 | 23.2% |
| No | 229 | 44.4% |
| No Response | 167 | 32.3% |
| Total | 516 | 100.00% |



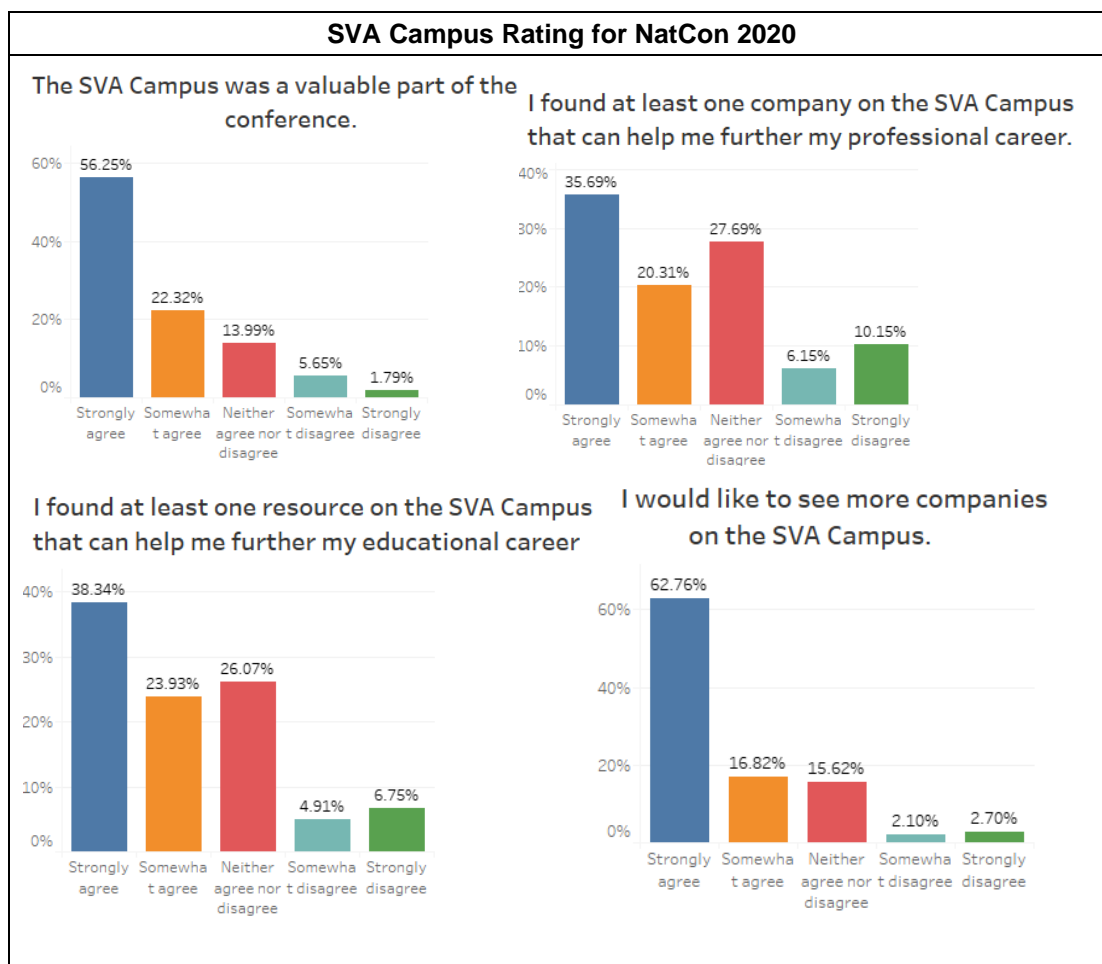
| Please select the previous SVA NatCons you attended (check all that apply)? | | |
|---|-----------|------------|
| | Frequency | Percentage |
| 2008 (Chicago, IL) | 2 | 0.7% |
| 2009 (San Francisco, CA) | 2 | 0.7% |
| 2010 (Washington, DC) | 3 | 1% |
| 2011 (Las Vegas, NV) | 5 | 1.7% |
| 2013 (Orlando, FL) | 3 | 1% |
| 2014 (Scottsdale, AZ) | 4 | 1.4% |
| 2015 (San Antonio, TX) | 15 | 4.4% |
| 2016 (Orlando, FL) | 20 | 5.3% |
| 2017 (Anaheim, CA) | 51 | 18.9% |
| 2018 (San Antonio, TX) | 95 | 33.7% |
| 2019 (Orlando, FL) | 80 | 28.4% |
| None of the above / 2020 (Orlando, FL) was my first NatCon | 2 | 0.7% |
| Total | 282 | 100% |

| How would you rate this year's national conference to previous national conferences that you attended? | | |
|--|-----------|------------|
| | Frequency | Percentage |
| Extremely Worse | 4 | 3.36% |
| Somewhat Worse | 13 | 10.92% |
| Slightly Worse | 38 | 31.93% |
| Same, No Difference | 20 | 16.81% |
| Slightly Better | 14 | 11.76% |
| Somewhat Better | 16 | 13.45% |
| Extremely Better | 14 | 11.76% |
| Total | 119 | 100.0% |



SVA Campus

Nearly Eight out of ten (78.57%) agreed that the SVA Campus was a valuable part of the conference. This is a decrease (10%) compared to last year's survey. Over half of respondents reported that they found at least one resource company (61.27%) or resource that would help further their professional and/or educational career.



| How many different organizations, companies, and/or schools did you interact with on the SVA Campus? | | |
|--|-----------|------------|
| | Frequency | Percentage |
| One - Two | 20 | 6.01% |
| Three - Five | 95 | 28.53% |
| Six - Ten | 91 | 27.33% |
| More than ten | 117 | 35.15% |
| I did not visit the SVA Campus | 10 | 2% |
| Total | 333 | 100.0% |

Mobile App

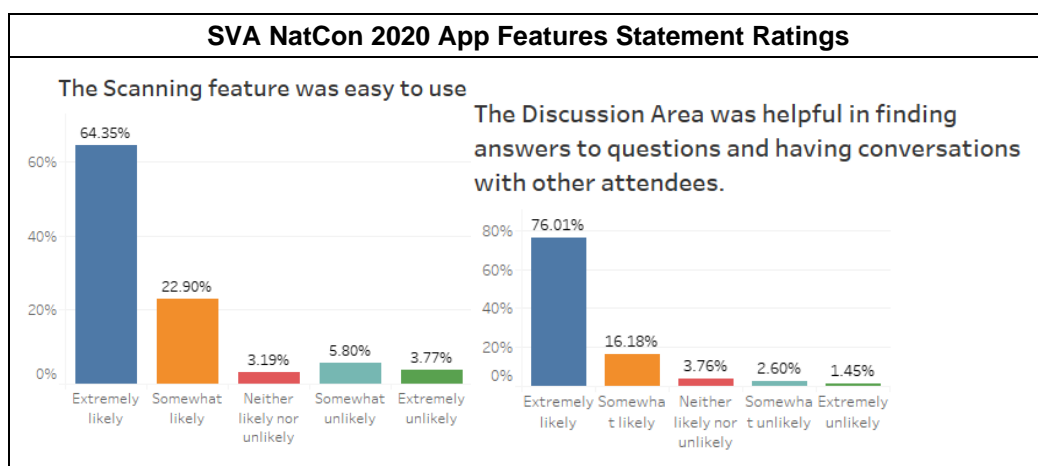
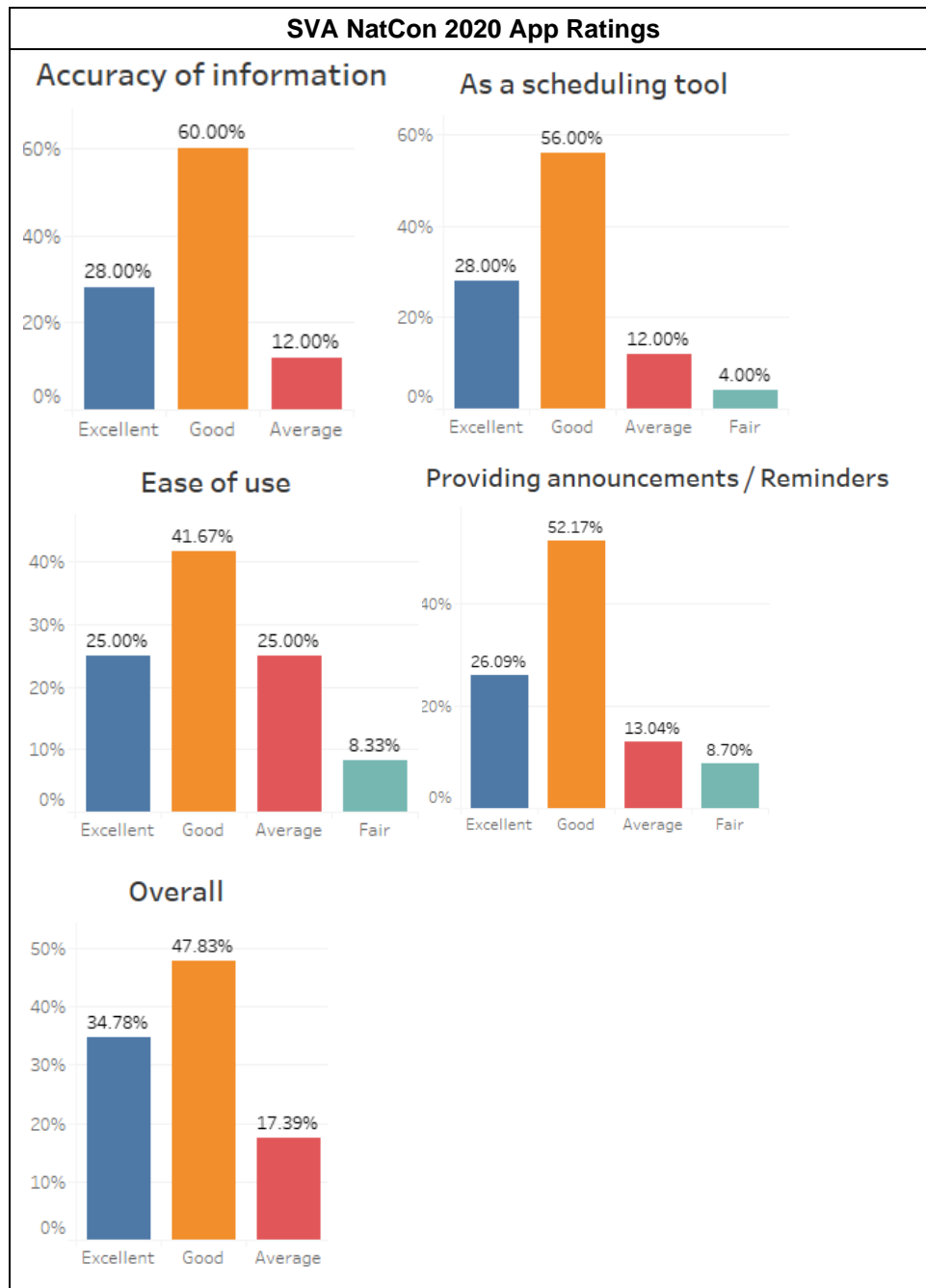
The following section displays results from the Post-NatCon 2020 Survey section on the mobile app. Over half (60.3%) of respondents reported that they downloaded and used the app. This is a 4% increase in mobile app usage from NatCon 2019, and a positive four year growth trend of downloading and using the NatCon app.

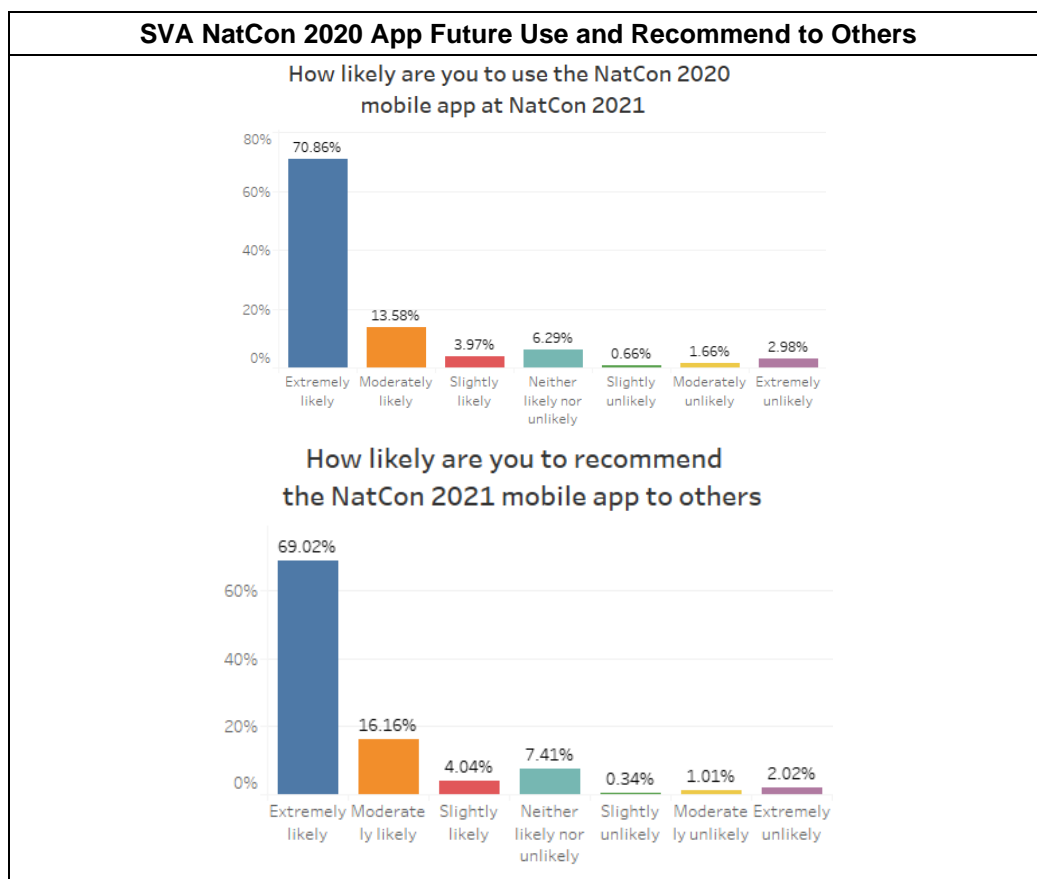
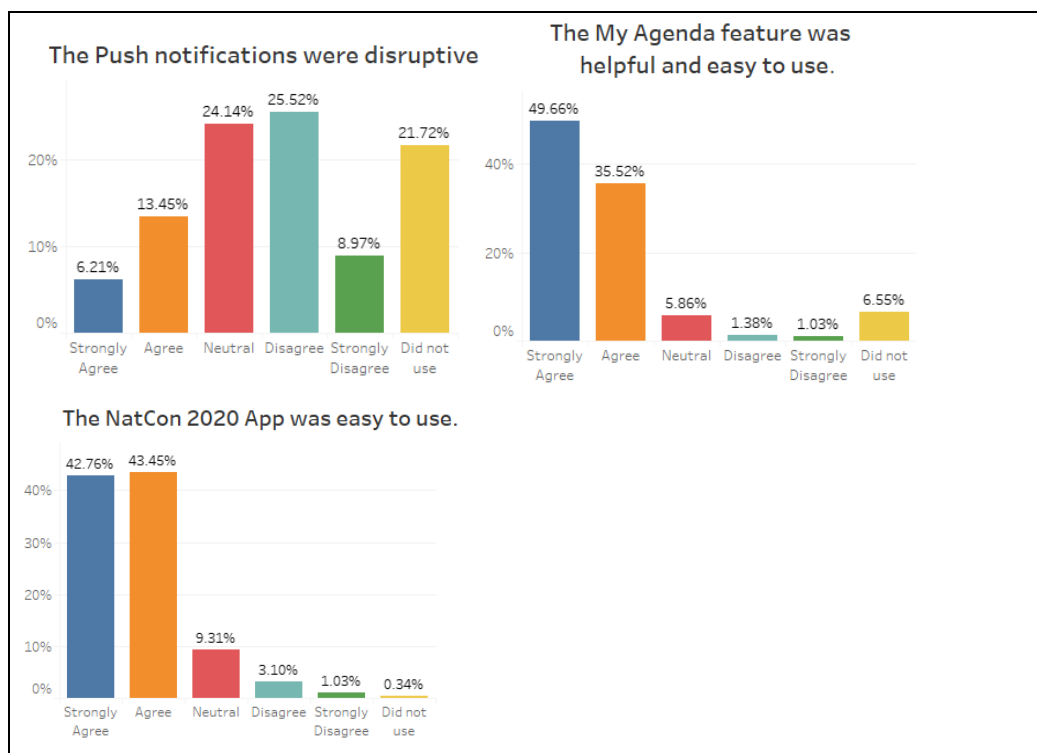
The NatCon 2020 app received positive reviews for many of its functions, with eight out of ten respondents (82.61%) rating the apps ability as a scheduling tool as either “Good” or “Excellent.” A strong majority (88%) of respondents also gave “Good” or “Excellent” scores to the accuracy of information from the app. Respondents gave similar positive scores to the app for its ability to provide announcements or reminders (78.26%) and its ease of use (66.67%). The overall rating of the NatCon app remained relatively steady compared to the previous two years.

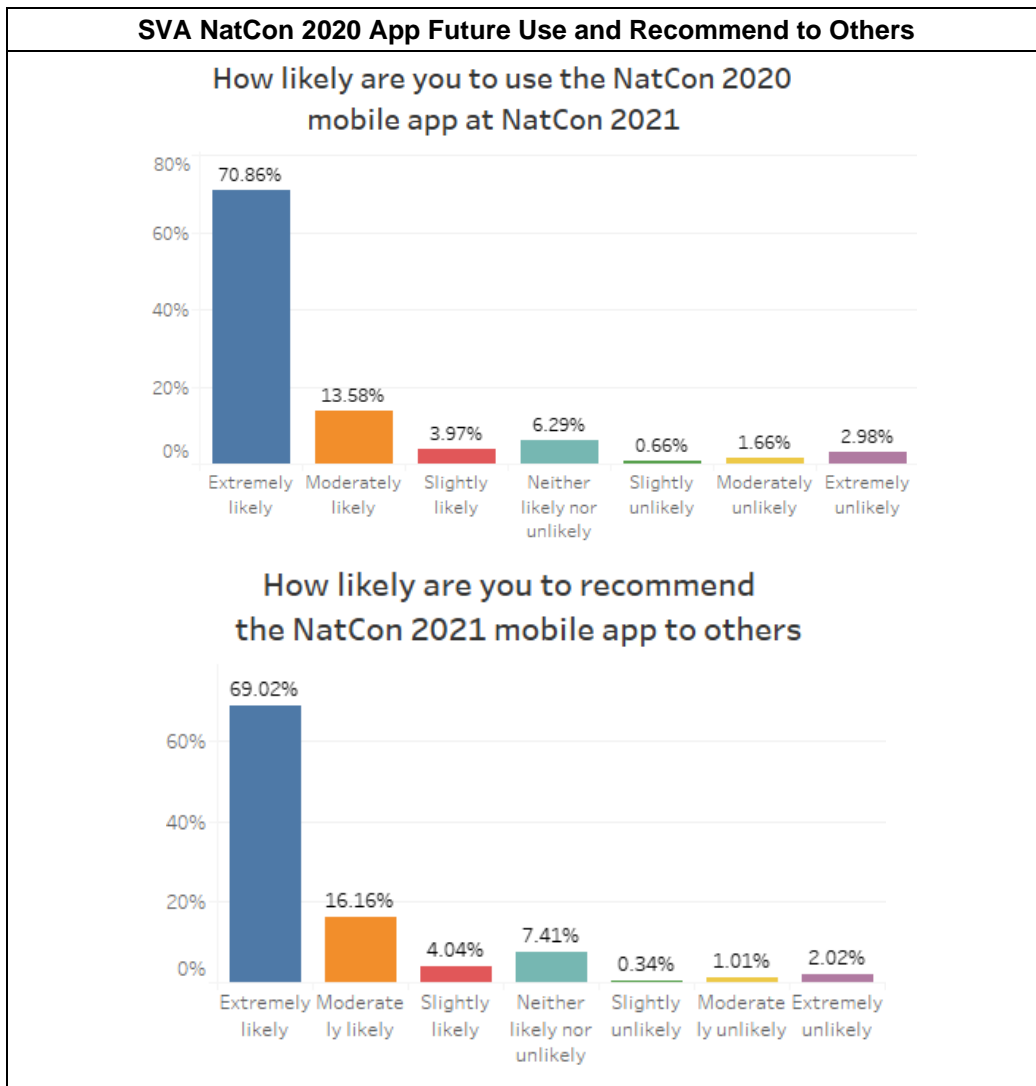
Functional features of the app, such as the “Conference Schedule” and “My Agenda” were used most often by respondents (31.97% and 27.8%, respectively). “Attendees” (17.81%), “Exhibitors’ List” (13.41%), and “QR Code Scanner” (9.01%) were also features used by the respondents. Many of the features in the NatCon 2020 app were rated positively by the respondents, however two features, specifically the “Scanning” and “Discussion Area” reported high percentages of non-use by the respondents. Those respondents who reported that they downloaded and used the NatCon 2020 app tended to give positive ratings to the app and a majority would likely recommend the app others (89.44%) and/or use the app again for NatCon 2020 (88.41%).

| Did you download and use the 2020 National Conference mobile app? | | |
|--|------------------|-------------------|
| | Frequency | Percentage |
| Downloaded and used | 311 | 60.3% |
| Downloaded, but did not use | 12 | 2.3% |
| Did not download | 22 | 4.3% |
| No Response | 171 | 33.1% |
| Total | 516 | 100.0% |

| What parts of the 2020 National Conference mobile app did you use? (<i>check all that apply</i>) | | |
|---|------------------|-------------------|
| | Frequency | Percentage |
| Conference schedule | 298 | 31.97% |
| My agenda | 259 | 27.79% |
| Attendees | 166 | 17.81% |
| Exhibitors’ list | 125 | 13.41% |
| QR code scanner | 84 | 9.01% |
| Game | 0 | 0.0% |
| None of the above | 0 | 0.0% |



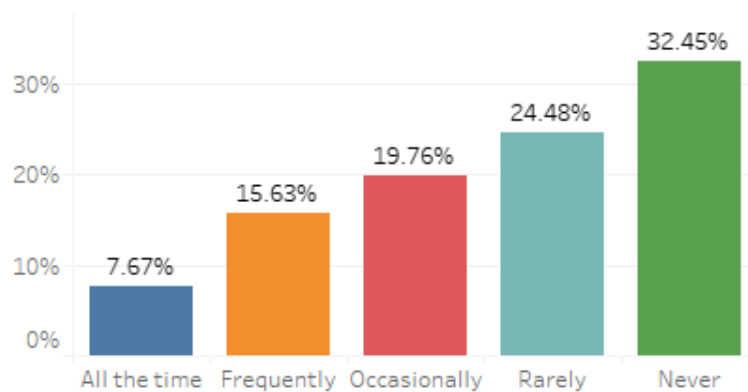




| Which of the following were reasons you did not use the SVA NatCon Event App? (check all that apply) | | |
|---|-----------|------------|
| | Frequency | Percentage |
| Difficult to use | 4 | 23.5% |
| Forgot I had it | 2 | 11.7% |
| Used too much of my cell phone battery | 1 | 5.9% |
| Information was not useful | 1 | 5.9% |
| Information was out of date | 1 | 5.9% |
| Too complicated | 1 | 5.9% |
| Other | 7 | 41.2% |

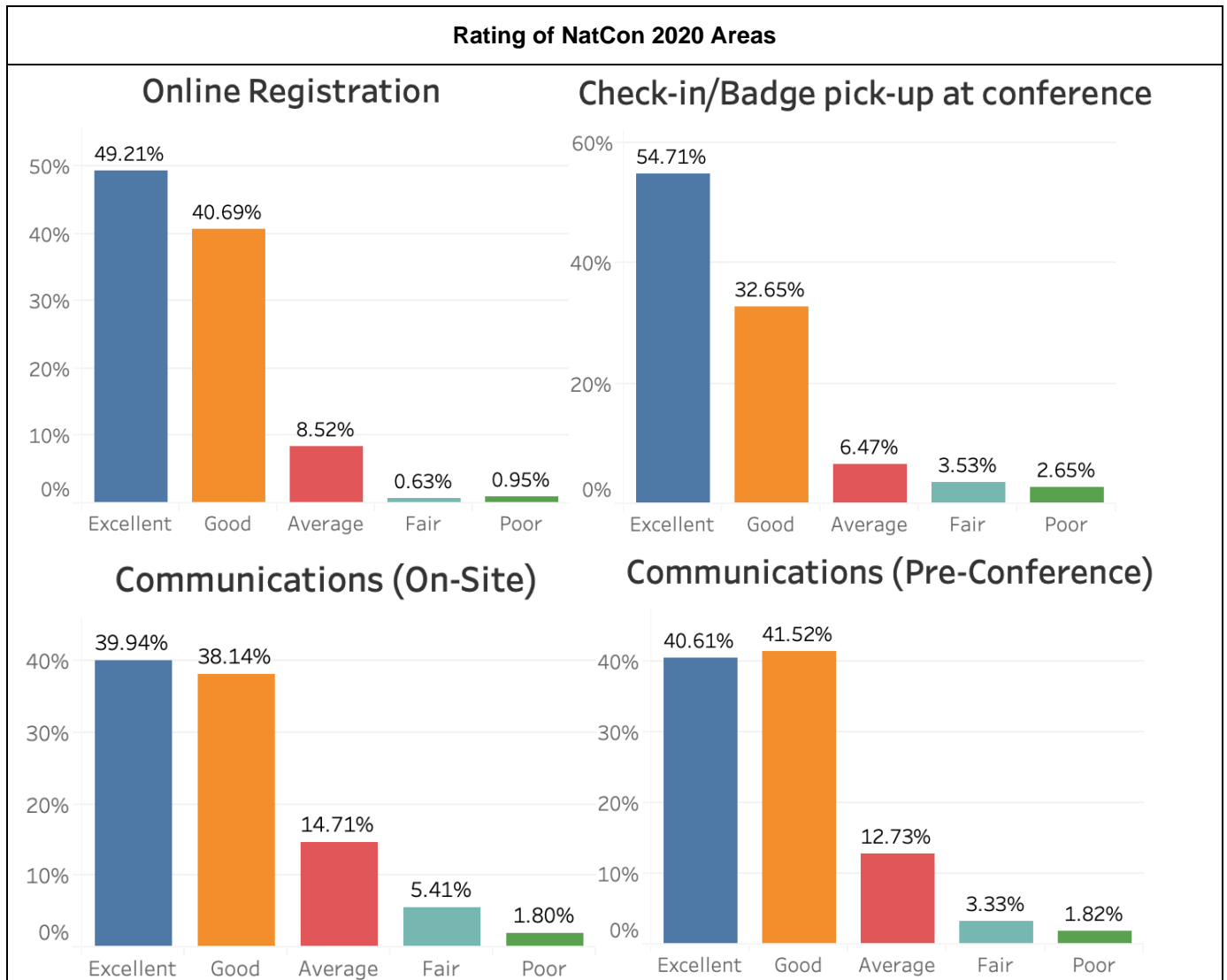
| Which of the following were reasons you did not use the SVA NatCon Event App? (check all that apply) | | |
|---|-----------|------------|
| | Frequency | Percentage |
| Could not download it from the Apple or Google store | 1 | 3.85% |
| Did not know about it | 4 | 15.38% |
| Did not know how to download the app | 1 | 3.85% |
| Did not want to download it | 9 | 34.62% |
| Do not own a smart phone | 1 | 3.85% |
| No point, only useful for when I attended the conference | 4 | 15.38% |
| Not available for my phone | 0 | 0.00% |
| Too many apps on my phone currently | 5 | 19.23% |
| Worried it would use too much battery | 1 | 3.85% |
| Total | 26 | 100.00% |

How often did you refer to the physical, hard copy NatCon 2020 program?

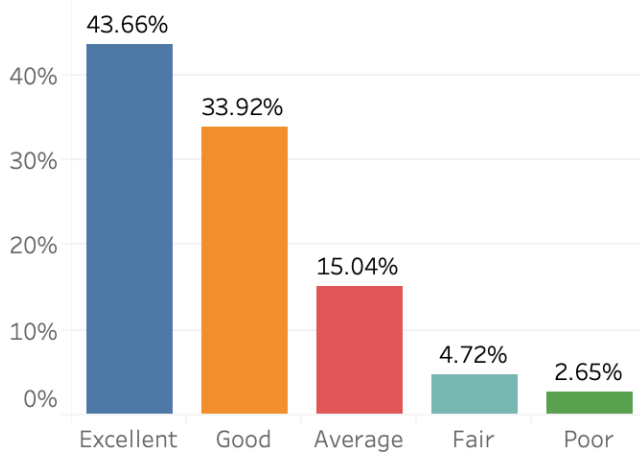


General Questions

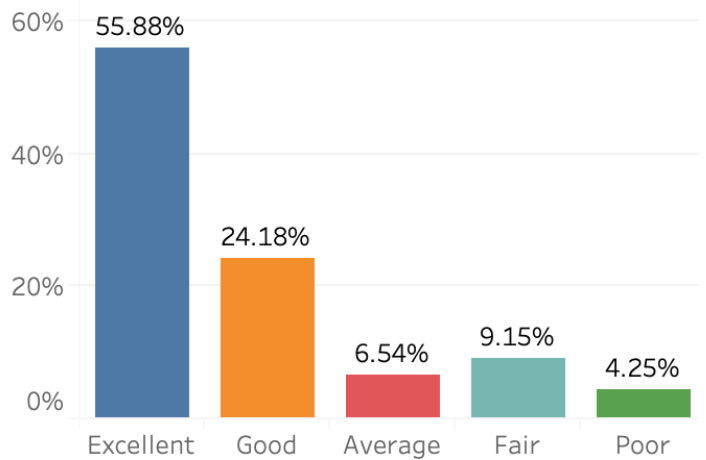
All areas of the conference received positive scores, with a majority of the respondents rating most of the individual NatCon 2020 areas as “Excellent.” The “Check-in/Badge Pick Up” process received the highest ratings with 54.7% of respondents giving it an “Excellent” score. “Opportunities to Network” was a close second with 52.37% of respondents giving it an “Excellent” score.



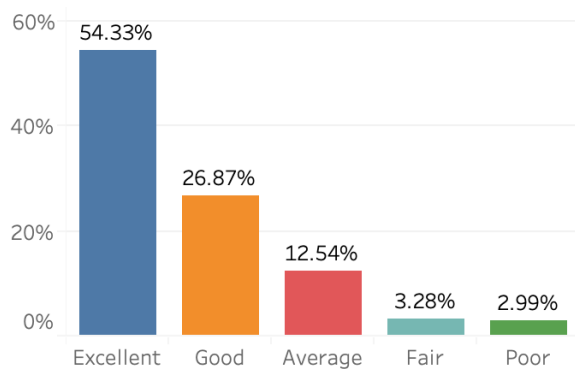
Conference organization



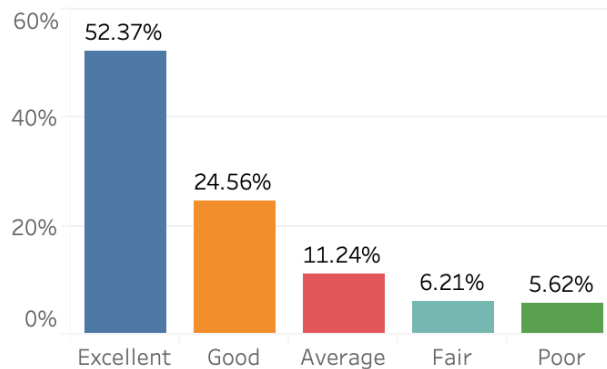
Hotel Accommodations



Opportunities to network with other chapters/student veterans



Opportunities to network with corporate partners/exhibitors



NatCon 2020 Overall Customer Experience Ratings

How would you rate your overall customer experience with the following groups?

Conference volunteers

| | Frequency | Percentage |
|-----------|-----------|------------|
| Excellent | 236 | 69.82% |
| Average | 16 | 4.73% |
| Good | 81 | 23.96% |
| Fair | 3 | 0.89% |
| Poor | 2 | 0.59% |
| Total | 338 | 100.00% |

Hotel staff

| | Frequency | Percentage |
|------------------|------------------|-------------------|
| Excellent | 220 | 67.90% |
| Average | 18 | 5.56% |
| Good | 78 | 24.07% |
| Fair | 5 | 1.54% |
| Poor | 3 | 0.93% |
| Total | 324 | 100.00% |

SVA staff

| | Frequency | Percentage |
|------------------|------------------|-------------------|
| Excellent | 246 | 73.43% |
| Average | 15 | 4.48% |
| Good | 66 | 19.70% |
| Fair | 7 | 2.09% |
| Poor | 1 | 0.30% |
| Total | 335 | 100.00% |

How would you rate the Breakout Session Tracks for this year's NatCon on the following?**Description**

| | Frequency | Percentage |
|------------------|------------------|-------------------|
| Excellent | 115 | 35.94% |
| Average | 46 | 14.37% |
| Good | 140 | 43.75% |
| Fair | 17 | 5.31% |
| Poor | 2 | 0.62% |
| Total | 320 | 100.00% |

Usefulness in choosing a session

| | Frequency | Percentage |
|------------------|-----------|------------|
| Excellent | 120 | 37.74% |
| Average | 45 | 14.15% |
| Good | 138 | 43.40% |
| Fair | 13 | 4.09% |
| Poor | 2 | 0.63% |
| Total | 318 | 100.00% |

Appropriateness for NatCon

| | Frequency | Percentage |
|------------------|-----------|------------|
| Excellent | 155 | 48.44% |
| Average | 28 | 8.75% |
| Good | 121 | 37.81% |
| Fair | 14 | 4.38% |
| Poor | 2 | 0.62% |
| Total | 320 | 100.00% |

Likelihood if Attending Future Events or Recommending SVA Events to Others

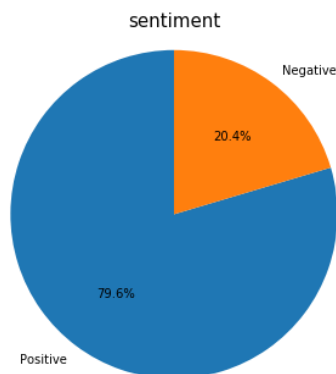
How likely you to attend future SVA events?

| | Frequency | Percentage |
|--|-----------|------------|
| Extremely likely | 222 | 71.15% |
| Somewhat likely | 79 | 25.32% |
| Neither likely nor unlikely | 11 | 3.53% |
| Somewhat unlikelyExtremely unlikely | 0 | 0.00% |
| Total | 312 | 100.00% |

How likely you to recommend to others to attend future SVA events?

| | Frequency | Percentage |
|--|-----------|------------|
| Extremely likely | 263 | 79.22% |
| Somewhat likely | 56 | 16.87% |
| Neither likely nor unlikely | 13 | 3.92% |
| Somewhat unlikelyExtremely unlikely | 0 | 0.00% |
| Total | 332 | 100.00% |

Appendix 1: Briefly describe differences between this year's national conference as compared to previous national conferences that you've attended. (Open Ended Responses)



Positive Comments:

- 'The schedule seemed off... The Thursday - Saturday schedule worked out better in the past. The campus looked too small. The open space campus like in Orlando, where you can also eat and network was much better.',
- "Disney makes everything easier for attendees. They are used to large conferences, and I got the sense that JW Marriott was not nearly big enough for a conference this size. People were waitlisted for the banquet, and we didn't have enough tables to sit at during meals. The Disney Express helps with travel to and from the airport, and having the shuttle on site helps with transportation while we are at the resort. Disney also provided much better food and snacks, and the tailgate party was so much fun last year! I am excited that we will be returning to Disney in 2021. ",
- 'There was just less to do and less effort it seemed going into this NatCon. I understand the venue probably left your hands tied to a degree, but this year was just depressing. The speakers were great though.',
- 'I thought that the venue chosen for the 2019 NatCon (Coronado Springs) was much more capable of holding the event and providing a large, open space to those present.',
- 'Perhaps it was the awe I felt because 2018 was my first SVA NatCon. I felt that in San Antonio because the hotel was so remote, many of the Vets stayed at the resort and did not venture out as much. In LA, most nights the Vets went out to explore and experience.',
- "For some reason, I did not like the layout. 2019 seemed to me as more communal. There was more of a inclusive, centered vibe which allowed for people to meet, talk and network together and I just didn't get that vibe here. Maybe because it was in LA and there was some much more to do, that people went out in town and didn't stick around to talk. Maybe it was because I was not in the central hotel because my agency waited to register me. Anyway, it still was a good conference and I am looking forward to going next year. ",
- 'The keynote sessions were amazing and it was obvious that so much work has gone into that. The individual break out sessions were not of the same caliber. Many of those from outside the academic learning environment seemed less relevant to many veterans. More Graduate level representation would be excellent (to reflect the rising numbers of

veterans in graduate and professional programs). More Healthcare and Medicine/Sciences related sessions. ',

- 'At a previous conference we had regional breakout sessions, sessions to educate on mental health, and more entertaining sessions at the career campus. This year lacked much of that.',
- "I thought the track by/for higher education professionals and the track for data science were thin. I really wanted more on those two areas. I would like to bring other administrators from my institution in the future, but we'll need to have more on these tracks to justify it.",
- "Everything seemed scaled back. Less breakout sessions, smaller campus, less engaging presenters (and arguably more who didn't seem to have good take-away messages for audience members), shorter program, less big post-conference social events (like the Disney sports event last year). Overall, our group felt this was far inferior of a conference as last year. While we took away good contacts, resources, and information, the overall assessment from our group was last year was a better experience in virtually every way. ",
- "There was an ease of getting around and really interacting with others that wasn't present during the last conference that I attended.\n\nAlso, there was a wider breadth of available breakout sessions.",
- 'LA venue was too small. Space was cramped for every event. Especially the dinner.',
- "There were not enough tables for people to eat at, so trying to find a spot was nearly impossible. We ran out of food quickly. The food was also very plant based, which was very difficult for me based around my digestive disability. I ended up having to pay a lot out of pocket to get the necessary nourishment I needed as the places to eat around the hotel were very expensive and I am only allotted so much per diem per day. The WIFI connection wasn't great, I had difficulty on the conference floor using my NATCON app to guide me as half the time it would not open. I like the lay out of the conference much more at my previous Orlando attendance. However, I will say that I liked the variety of presentations. I do wish more presentations could be dedicated to women veterans and to LGBTQ+ veterans as well. The hotel itself was amazing and the staff that work there were wonderful.",
- 'This national conference seemed to lack things to keep attendees busy before and after the breakouts. The sessions were weak in comparison to previous sessions at 2019 NatCon and the layout of the 3 floors made it hard to navigate back and forth. The rooms were really small and there seemed to be less speakers and panels like the Medal of Honor recipients in 2019 and even the after party at Disney in 2019. There were a lot less exhibitors and overall the tone of the weekend was really weak and boring. If it werenâ\x80\x99t for the people i knew from other schools this NatCon would have been a total bust',
- 'Food, speaker, panels being the same, ',
- 'I did not stay at the convention hotel in Orlando but if I had i think it would have been much better for me',
- 'Do not get me wrong. You put on an amazing experience. I just think the after-hours at Disney Orlando incentivized groups to stay on campus and mingle, while LA offered too

much and people wanted to explore outside the NatCon. We lost a little in that but RI did get out Bryant, URI, CCRI, and BCC chapters to collaborate and network together while also meeting other schools. ',

- 'I thought it was better than last year. I was somewhat disappointed last year but it seems that things stepped back up this year. It seemed that the schedule was a little more flexible this year which allowed for some free time. I would look for new programs for the breakout sessions. It seems to be a lot of repeats year after year. ',
- 'Really enjoyed the keynote speakers and the diversity within that, more information and opportunities for employment related discussions/networking for our student veterans to participate in, and a few more breakout sessions that were of value to campus administrators than in the past. ',
- 'The number and caliber of employers at SVA Campus was drastically lower than previous years. If space is an issue, book a venue with a larger grand ballroom as was the case in previous years. Having to bounce around different floors was a nuisance - having a large flat venue is ideal, like the JW Marriott in San Antonio. Even some of the corporate employers remarked the third table of tabling was redundant/not necessary/extraneous as they had already met all interested students! I did like wrapping up the day on Saturday a bit earlier for us to engage in social activities. That was a nice change from past years. Glad you took that feedback seriously. Hoping you will take this feedback and implement changes as well! ',
- 'Easier access to restaurants and shopping malls compared to being in Disneyland where everything is a little further away. ',
- 'more VA presence was really helpful, the claims clinic and presenters. More in the general session would be helpful.',
- 'I liked having the location different. The breakout sessions were organized and executed in a similarly efficient fashion. In general, I think the sessions this year were higher quality and generally applied more to helping me as a club officer work to better help my club and school. ',
- 'greater variability of breakouts, excellent and relevant keynote speakers.',
- 'Great conference - would have been better if folks had access to the campus throughout the day. Many of our students wanted to meet with employers, but were locked out of the space. The social and networking opportunities were good. Simon Sinek was AMAZING!!!',
- 'The emphasis on the career fair was heavy. ',
- "I felt like last year's breakouts were more useful for our SVA chapters. This one was much less focused on the actual SVA chapters themselves.",
- 'Lots of walking to go to different sessions. Liked the extra hotel across from the conference though. ',
- "Location: The location was a lot better than the past two, only because the rooms were relatively close to the convention (for those of us who stayed at JW Marriott). However, it was a bit cramped, and it would have been nice for everyone to have a chance to attend the banquet if they wanted to.\nSchedule: I didn't like that there were multiple things occurring simultaneously. Because SVA Campus was only open until the late afternoon, I found myself having to choose between going to campus or attending a keynote speaker

or breakout session. But I did appreciate the banquet ending on time! Food: The food was not good at all. The breakfast was dry, the lunch had little flavor, and the dinner didn't impress me either. Speakers Entertainment: This was probably my favorite part. I absolutely loved the keynote speakers I was able to listen to, and it was a great surprise with musical entertainment and workout sessions during the conference.",

- 'There were more Breakout Sessions for University Staff. Yes, Student Veterans are the focus, but the inclusion of University Staff this year was very much needed. ',
- 'Seemed to have a higher end of celebrity speakers this year. It was a big crowd to manage. Would recommend not making attendees wait in the foyer before the General sessions as it became VERY crowded quickly. Did not partake of any meals due to the crowd. Decided not to attend the Awards Banquet due to the crowd. Did not feel the hotel was able to accommodate a group that size. ',
- 'It was really about the same but it feels like things have been standardized now as opposed to being improved. The campus seemed a little thin compared to previous years and focused on specific industries. The breakouts are still good but last year seemed to be more innovative with what was being presented. ',
- 'The JW Marriott was a very nice hotel with a lot of amenities. The hotel staff was very nice and accommodating. The LA Live area was very nice and a great location. LA was a good location for a conference. The Internet should be included free in the rooms for checking email and other basic work needs. Last year in Orlando, I believe breakfast offered eggs and meat which is preferable to muffins, bagels, etc. Lunches were fine and appropriate. The refreshments on both days were all gone when I got there and the area where refreshments were served was way too small for 2400 people. One of the sessions missing from last year, veteran identity, needs to be included every year. This was especially helpful for me, the Advisor, and the SVA club President. ',
- 'Last year, I think was better located because we were co-located in an area where veterans could not just leave and venture off instead of experiencing more break-out sessions and networking with one another. LA was a great place to have the conference but, there were plenty of distractions around.',
- 'Things that worse:\n* smaller Campus with less variety than previous years, many booths were outside of the campus in the hallway.\n* Breakout sessions repeated themselves, a lot. There were also a lot of presenters that picked up a session where the last one left off however there was no clear way to chart those pathways if one desired. Doing a multi-breakout session topic also limits the diverse sessions that are not only available but attendees are able to experience\n Things that were better:\n* refreshment/food was actually able to nourish attendees throughout the conference. It was disappointing that between scheduled food breaks there was no way to get coffee or snacks. The presence of VAB was amazing and extremely helpful. The downfall was that you had to skip something else to utilize it, but it was worth it.\n* Assigned seating for groups of attendees. This was a great idea and there was no "cattle rush" for seats which was a huge improvement. Things that were off:\n* Every year that I have attended SVA NATCON, I left feeling empowered and inspired. This usually comes directly from Jared Lyon. This year I felt that something was off. Almost as if something was purposefully not being said.',

- "Customer service and accommodations at Disney are way better. Marriot can't compete. Everything from the way the guests were handled, to the food quality. Disney is way better at conventions. Glad SVA is going back.",
- 'Pacing was a lot better, more diverse and engaging speakers, better quality of breakout sessions, more diversity within breakout sessions. ',
- "I liked that the secondary options for hotels were so close versus navigating the other resorts at coronado. I didn't like that there was no hotel shuttle. I did like there were more food options in LA. I didn't love how the rooms were so spread out. I liked the run at coronado better then the fitness class in LA\n\n",
- "The breakout sessions were for the most part great information. I think you are always going to have some presenters that just don't hit the mark. The schedule is perfect. Loved the refreshment breaks. Don't change none of that. Loved the workout sessions in the mornings as well. The general sessions were also really fun to watch. The only reason I missed the Saturday, was because I was networking down stairs. Honestly, the only thing that made it worse than last year was the location. ODU brought 13 people, which was 5 more than the previous year. However, I had more buy in at Orlando. It was honestly due to the outside distractions. Last year we had the nights to explore all of the parks if we wanted too. LA however, there is too much to see. I had people late in the mornings because of the clubs in LA. I had people not utilizing the campus because they wanted to see the ocean or the Hollywood sign more. There attitude was that, well we can always network later. The smog also made a lot of people sick after we got home. I like the idea of having it California, and it makes sense to switch back and forth so that its fair across the board. Maybe in Anaheim in 2021? Also, I do know the Texas schools were looking forward to something closer to them, like in 2018. I think Austin would be a great choice. ",
- 'You had a lot more workshops - and more people attending - which it shows you guys doing a excellent job every year',
- 'Great breakout session and keynote speakers. More engagement and networking opportunities.',
- 'Please bring back the VA Clinic. This was very helpful for more than 140 students vets. That used to process there claims with the help of DAV. this gers
â\x98\x86â\x98\x86â\x98\x86â\x98\x86â\x98? awesome. ',
- "After attending the conference space at Disney, I felt this space was a little tight and confusing at first in navigating around. The venue and entertainment was decent. I would like to see the National Team negotiate local discounts for members attending. Example: Disney negotiate a heavily discounted one day pass to a park. In talking to students where they are there to attend professional development and career enhancement opportunities. Some have never been to these particular locations and would like enjoy the area or attractions and simple don't have time or can't afford the options.",
- 'I feel the speaker were amazing this year! Somin Sinek and Kirstie Ennis were great! But I feel that the first NATCON I went to was energized from start to finish. The opening remarks and events where everyone is getting together I feel should be a big hype up for the weekend. Other than that, it was still great! ',

- "Conference layout didn't allow for the same level of hallway connections. I never got a moment to go back and visit the campus area. I tried on Sunday when we got a break to get ready for the Awards dinner but vendors had already packed up. I also tried during a lunch hour but the doors to the campus were closed as vendors were also trying to get a chance to eat. Not having general seating available for the Awards banquet was a huge downer. Some of my fellow students weren't able to sit with us or even attend, which caused the majority of my school to go out to a restaurant instead of participating. I'd rather there wasn't entertainment at the banquet. Get straight to the awards. If you feel you need entertainment have Simon Sinek or a keynote present on something more applicable to everyone. The loud music made my ears ring, and caused a headache. I had to leave for awhile as I was so uncomfortable. I only stayed because I have friends at CSU who were up for chapter of the year and I wanted to cheer them on. ",
- 'The size of breakout rooms this year severely limited the options we could get into even when arriving early. Disney hotels also made the scramble for a place to stay less stressful, and I was able to focus on the conference. Reserved seating at the awards dinner was a great idea and made the event more enjoyable this year. Disney entertainment was a huge bonus to the previous year and it seemed that there were more organizations and colleges to interact with while this year, the employers seemed limited to a few professions and my group of social scientists couldn't find a meaningful connection for career or internship.',
- 'I thought the location in L.A. was great, with a lot to do in walking distance, and the hotel itself was very nice, but the conference space felt cramped and awkward compared to other venues in the past. ',
- 'Venue size/rooms seemed more "right sized"',
- 'The venue limitations. Could have been better due to parking, hotel rooms.',
- 'Where are the human services employers? Where are the human service specific breakout session and keynotes. Not just public health professionals, where are the social workers? Veterans have to take care of their own and that is not going to happen by only attracting STEM and law type students.',
- 'If I recall it seemed there were more companies at those compared to this one. The food for all meals were better. I felt like it was easier to find the locations of the classes you wanted to attend and the rooms held more people. I was not able to use the app at all, even after I went to the register table and they tried to fix it. When I received my badge, noone explained about the tickets inside. That was the slightly worse. I also have a slightly better as well. I do love that we had assigned tables this year, with a table chart. I also enjoyed the entertainment at the banquet and loved we had more known people presenting the awards. I loved that the SVA raised more money for the organization than before that I am tracking. I loved the exercise option verses just a run/walk, that was pretty cool.',
- 'Quality of breakouts. Quality of Keynotes. Seating assignments for Awards.',
- "I liked the small group open networking night on Saturday. Is there a way to organize this better? Maybe with a digital invite built into the app. Mostly it was word of mouth. I can see inviting people to dinner off-site, small meetings within personal rooms, or reserving a special space within the conference center for bigger groups. Or have a

coordinator who helps connect people who are feeling adventurous, kind of like a blind date but for networking (4-5pp max). The incentive for people to volunteer might be one person could win the opportunity to join dinner with Jared's group or one of the other VIPs. ",

- 'Weird layout for exhibitor. Seemed like the focus was on getting corporate jobs if you consider who exhibited. Would be good to understand the point of the conference? Is it to empower veterans, is it to find jobs, is it to go to grad school? ',
- 'NATCON is geared towards undergraduate students, little is offered towards graduate, JD, or PHd students. Most of the breakout session were the same from previous year, which is great information for those who need to hear it.',
- "The conference is finally pushing workshops around diversity and inclusion. Now it's time to take it to the next step and begin talking about how race and ethnicity intersect with a student veterans' identity. ",
- 'Improvement! Much more vendors and great speakers. ',
- 'Proffered the conference being more isolated, to allow for more interaction with other members. LA was nice, but felt like there was no community. ',
- 'In Orlando, the 2019 SVA Conference everything was catered to you as a conference attendee; shuttle to the hotel, food upon arrival, MULTIPLE eating opportunities provided by the hotel and/or conference, break sessions were well balanced for SVA Alumni and Students, SVA discounts were applied for local attractions provided by the concierge desk of the hotel, wifi was free instead of purposely allocated to only the conference floors (JW Marriot), and overall costs were exponentially higher for the LA Conference and some colleges and/or universities will only supplement a fraction of the costs required to attend. In LA the Conference center was surrounded by homeless population, high priced restaurants and no avenue of shuttle services outside personal means of a cab, lyft, or uber. The Orlando conference was my first SVA conference and everything was taken care of and as an attendee, the hotel staff and management made the priority on the health and well-being of staying at their location. I cannot say that for the experience in LA. ',
- 'The facilities and location were outstanding. Being in downtown LA afforded attendees the opportunity to explore the city and local environment. When the conference was held in Disneyland there was a sense of being trapped on the property. ',
- 'The verticle flow of events caused traffic jams at every escalator and elevator in the building. Combined with multiple events and the intensity that is L.A., the convention seemed rushed and hastily developed. Whereas Orlando, events were spaced out laterally, the campus was huge but it gave you a sense of space. The food at LA Live was about 50% of what Orlando had. The biggest takeaway I witnessed was how many people didn't attend sessions but instead went to LA events. It's unfortunate that when a group of veterans gets together like this, it only takes one shiny object to pull us away. Obviously, I don't speak for everyone, but one of the advantages of the Orlando campus was that it was so far away from anything "downtown". ',
- 'The organization was much better, and having everything in the same building we were staying in helped tremendously.'

- 'This conference gets better every year. The talent that is brought in for entertainment and keynotes gets better every year. The break out sessions are always fantastic! ',
- 'Some of the speakers and entertainments were better, food and atmosphere was not as amazing as Orlando, so it was a neutral wash....Also, ground transportation was a negative in Los Angeles. I did feel like the programmers did a great job this year spacing things out so we could enjoy our fellow veterans and the vendors and felt less rushed. MORNING PT SESSION THIS YEAR WAS SUPER FUN! Please consider offering a chaplain time on Friday and Saturday and Sunday according to the varying faiths and Sabbaths observed by them.',
- 'Best speakers: Simon S. and other Keynotes were amazing! The rooms were too small and the room for vendors was way too crowded. Sessions were much better this time around. ',
- 'Less companies, less engagement.',
- "The workshop rooms at this year's sessions at times weren't big enough for the number of attendees interested in those workshops, also on the first day one of the workshops I was interested in was canceled and after sitting in the room for 15 minutes it is then announced that nothing was happening which meant that it was too late to go join another session. Also more protein is needed on the breakfast menu, some of us attending are diabetic or prediabetic which means all the carbs that were available were a bad thing.",
- "It's becoming way to corporate and seemingly, what our independent SVOs can do to make SVA more relevant nationally. This is probably the transition of growth, but it seems less natural than in the past. ",
- 'I felt that Orlando and the people of Disney more, but otherwise it was a pretty awesome convention!',
- 'The only thing that I would like to see go back to the it was are the campus hours to be open when the breakout sessions are going on only. I would like to see it where they are opposite hours or that the campus is open and available more during the conference. \n\nI did like the assigned table less of a cluster to get into the dinner. Also I did like the picture opportunity provided during the conference with the guest.',
- 'The only thing I missed from the Orlando NATCON in 2019 was that there were "tracks" so if you wanted to attend policy sessions they had them all organized for you. The speakers were AMAZING. Simon Sinek was such a great hire, and Ron Meyer felt like nothing I had heard before. Definitely a great switch up from the usual presenters you see at conferences! Also loved that this year we got a chance to meet more of SVA's national leadership. You were also so involved and available and it made it really welcoming. We're definitely on board with re-branding to be an SVA chapter. GREAT JOB THIS YEAR SVA! --FSU Law SVA President, Catherine Ricci',
- 'No glitches. Very professional. Nicely done',
- "I liked the separation of resource vendors vs hiring vendors. I liked the accessibility (we could walk anywhere) to the city and affordable food options (being sequestered on a resort without transportation is not ideal) The NatCon app was more familiar however there were stretches when it wasn't working. I like having access to presenter's material

(those that shared it anyway), via the app LinkedIn accounts attached to registration was a stroke of genius",

- 'Seemed to be more advertisements and overall less networking between the chapters ability during breaks due to venue layout. ',
- 'I had a lot of feed back from our group about slightly disorganized presenters or presenters not showing up and the presentations being completely different then what they were supposed to be. Disney was amazing and their staff was absolutely beyond amazing while LA staff and pricing on site left a lot to be desired. ',
- 'the way the sessions were broken out and the length of the sessions as well as the time in between. There were fewer sessions but better quality and I found that I had the time to attend all the ones I wanted including all the keynote speakers as well as have time to explore the city and do other things I the area',
- 'With this years conference there where more ways to network and the information given tailored to everyone there ',
- 'as someone who has attended quite a few, I am finding the presentation topics to be redundant. I really only attend to network and to bring students to the event. Needs to be fresh with fresh, innovative ideas, for us to continue to come at the level that we do attend. Many students complained about the food, but I understand the cost of living of the area effects that. Compared to last years event at Disney World Students were disappointed they felt like they had really been taken care of by Disney they are pleased to return.

Negative Comments:

- 'Felt like this conference was building a wall around veterans and not encouraging engagement with the non-military community. Also felt like SVA was on a "celebrity" tour. Seemed very expensive for what was delivered.',
- 'I really did not like the layout and was truly displeased with the hotel selection. I did like that we were walking distance from many options, but we are STUDENT veterans. Can we go some place cheaper? Last year it cost us \$4000 to send 8 and this year it was \$5500 to send 7. We are students wishing to attend this conference but its financially hard. Then we are disappointed by the hotel not providing complimentary breakfast nor WiFi. I am thankful to come to these conferences and do enjoy the sessions and networking, but the smaller details dont make much sense. ',
- 'The quiet opening night speaker/Interview did not set an exciting tone not. There was no NATCON 2020 Arc Sign',
- 'In order to see the campus I was required to skip breakout sessions that could help. The networking wasn't as good because people were focused on exploring LA. The vendors didn't seem to engage either they were just there. "Check out the website/ apply online". n Less schools (recruiters) and ngos seemed to be there. It was still a good conference overall but I felt it was a disappointment. ',
- 'As the SVA has grown the conference has obviously grown. However the past conferences were much more affordable on a college students income than this one was. Not every University pays the way for their veterans & this one was way too expensive to eat or stay compared to the previous 2 I attended. The food was much

worse and the layout disappointing. In addition this conference did not have nearly the amount of business or govt. attendance as the others. This was honestly the worse conference the SVA has put on. If you do in CA do in near Anaheim where hotels are cheaper & the food prices are more acceptable due to the selections available. ABOVE ALL... remember the attendees are college students not business owners.',

- "I did not like the location. Everything was extremely expensive. I hated that the restaurants nearby were packed because of sporting events and that everything closed at 1am and was heavily patrolled by police. I also did not like that sex workers were at the hotel bar every night. I think San Antonio 2018 was the best because we were at a secluded hotel north of the city. This was like the military where everyone is extremely close and has to get to know each other, unlike LA where everyone scattered throughout the city to see the sights. I am also upset that we are going back to Orlando for the next NatCon. I'm sure Disney made you a deal you couldn't refuse but I think Austin would have been a better choice. I was also disappointed that this year seemed to be STEM focused and did not have a lot of diverse job fields like medical, education, arts, and law.",
- 'The Marriott was not to the standard of Disney. Their friendliness/customer service was poor. Biggest issue was in the food service with limited choices and quality along with lack of beverage service availability throughout the day.',
- "Enjoyed having the Saturday night for connecting / networking / socializing, and thought the additional breakout sessions were good, however was disappointed by the lack of dessert / champagne at the banquet. Really enjoyed the previous year's entertainment with Christopher Titus over Major (not my cup of tea, but people seemed to enjoy him). Also no SVA t-shirts? No printed programs and then glitchy app made for difficulties (ex. login / password features would crash / freeze, had to find laptop to login).",
- 'The location for the conference Los Angeles is significantly more expensive for a student, so why there? Hotel costs way above a student budget. No free wifi for the rooms. Lack of meals provided through the conference and had to rely on average, \$35 on meals for one day and \$29 on local transportation.\n',
- 'The lack of experience on the part of the organizers continues. There is too much "going through the motions" without learning from past deficits. The indifference to the composition of panels, i.e., failure to distinguish whether they are qualified, prepared, or experienced is a serious flaw. There seems to be a significant neglect of ALL student veteran communities/environments which results an event skewed to too small a segment of the student veteran population. This detracts from the relevance and importance of attending. Seek some outside consultation from other organizations beyond corporate offerings. Attendees are students, not a sales force or commercial vendors. On a lesser note, the seating and food offered was odd, if not underwhelming.',
- 'The sessions did not offer the same quality of informations as previous years. The lack of food and seating during refreshment breaks was disappointing as well as breakfast/lunch/dinner not being offered throughout the conference. I was disappointed that shirts were not given out this year. Finally, I was disappointed that all the "high profile" or advertised guest speakers were all done on one day. I had to leave early to

attend class on Monday, so that is my issue, but I would recommend spreading the guest speakers out throughout the conference instead of having them all on one day or the last day. I felt that a lot of the focus was on bringing these high profile/notable/famous individuals to the conference to speak and not on the actual purpose of the conference, student veterans. ',

- "The location wasn't great, there wasn't a lot of room for students as compared to the Coronado resort. But in general, my expectations were met.",
- "'- LA is too expensive for smaller schools\n- The campus was too spread out\n- Parking sucked\n- Seminars felt like advertisements\n- Staff was rude",
- 'The biggest difference that I noticed was how the location affected things. In Orlando, it was slightly more difficult for people to go outside of the "campus." I think this possibly made people not attend as many breakout groups and not stick around after events were done for the day to network. I wouldn't say it was a negative, just a different experience. I did enjoy that there was a little more free time built into the weekend. ',
- 'This conference was more catered to Business majors. It would be better if they had more stuff that catered to other majors. An example would be Forestry related fields, Environmental fields, and Engineering fields. Because of this I did not really care for the conference. I was really disappointed. I graduate this May and I was using this conference to help me. It did not. ',
- 'In order to meet with companies you had to miss break out sessions. The flow of things did not work ',
- 'My only concern was the food provided. Breakfast should include hot and warm items such as eggs, bacon, sausage, etc. Was a little disappointed on the menu for that and some lunch items. In the past, meals were spot on',
- 'The food this year was very subpar compared to previous years. The lack of no meat for breakfast left me with hunger pains during breakout sessions ',
- 'The VSOs in the hallwall... weird',
- "The Hotel set up was a bit confusing compared to 2019 conference at Orlando Fl. The food was not as good, Everything seemed a little less organized compared to last year's conference. However, it is still one of my favorite conference to attend."

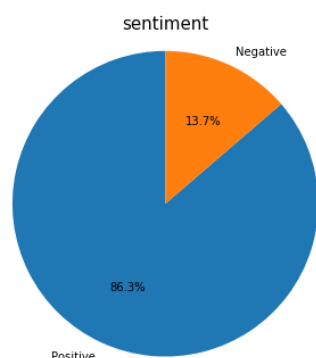
Appendix 2: Which of the following were reasons you did not use the SVA NatCon Event App? (check all that apply) - "Other" (Open Ended Responses)

- 'App was not working for android',
- 'Error with not recognizing my e-mail or password prevented my use ',
- 'Everything was posted',
- 'I needed a constant internet connection which I could not get with the wifi at location.',
- 'It was not linked to my email/profile. I brought this up to different registration personnel and it was not changed or updated. ',
- 'buggy',
- 'it would not operate even after I went to registrar table and they resend me an email'

Appendix 3: Which of the following were reasons you did not download the SVA NatCon Event App? (check all that apply) - "Other" (Open Ended Responses)

None

Appendix 4: Please provide any comments, recommendations, or suggestions about the SVA NatCon Event App below: (Open Ended Responses)



Positive Comments:

- 'I mostly used it to get information and timing on the breakout sessions, and it worked well for that.'
- "I'm not a mobile app person."
- 'I initially engaged the app online but not on the phone. The students that went with me definitely used the mobile app. Easier for me to use the booklet.'
- 'The only thing I really used the print version for was to look up the track definitions as I could not find them in the app. I think you could save money and stop printing the program.'
- "The mobile app was the easiest and best thing for this year's NatCon",
- 'The app was not viewed properly on my Samsung Galaxy s10. I could not read the sessions or the rooms correctly. It might have just been my phone. The information was good- but I could not see it. Also- the women who spoke in the pink pants (after Miss USA) was not included in the program. What was her name?'
- 'Sometimes the app & the booklet did not coordinate',
- 'There were some glitches. Back feature mainly after reviewing an attendee you had to start from the top all over. Also, standardizing organization names. Depending if you said "University of..." or "The University of..." it would make separate organizations in the filter. You can miss potential clients. A how to video would help. I don't think some people even knew the QR code reader was there or how to optimize it. ',
- 'I understand timing changes as the conference goes on, but there should be a way to update the master schedule on the app with the new times. The breakout sessions were pretty accurate. Also, I could not figure out how to create my own schedule within the app. That would have been helpful. ',
- 'Keep using it! Might suggest doing away with the printed program to save trees and money :)',
- 'More healthcare or human/social services companies present.'
- 'The only comment I have about the app is that after you would click to read the description of a session and went back to the main workshops page, it would default to the top. This made it tedious to scroll through the previous session options to get back to the current session time I was looking at. ',

- 'Was a neat touch! not sure if you had this in past years but I enjoyed conducting intel recon in the weeks leading up of the attendees. Helped me orchestrate a game plan for different things.',
- 'The app was really glitchy, or did not load at times. I use an iPhone, and when I was looking at breakout sessions, I could not select which one to attend. Searching for people was a little slow. Overall, the app could use some fixing.',
- 'The push notifications were excessive - I received them both via the app and my email address',
- 'some areas were a bit clunky. For example typing in the conversations area kept glitching out.',
- 'I would have loved having access to a hard copy of the NatCon 2020 program accessible at any point during the event.',
- 'Thank you for providing this option.',
- 'It will be great if we can add the option of downloading all information as pdf for using when offline. ',
- 'was irritating that each time you were on a day you had to scroll through the entire days agenda - it would revert back to the morning sessions after selecting a session to read more detail. This is minor. Overall the app was very helpful',
- 'Every time we tried to visit the SVA campus, it was closed. Maybe make their meal times different than when the break times are for everyone attending the conference.',
- 'Easy to use, informative, and well worth downloading.',
- 'Make it easier to enter and leave breakout descriptions. The app lags and was glitchy during the conference. ',
- "Just ensure the app and the program match. In some instances the app had breakout sessions but the program didn't or vice versa.",
- 'I think requiring a completed profile for those who attend is helpful because you would then know where they are from (institution), what they look like to make it easier to spot someone, and easier to remember after connecting with them. Also maybe having a map uploaded on the app to help figure out where everything for the conference is located as well as adding a point of "you are here" to give better direction. ',
- 'There were very few job opportunities for animal and human medicine. ',
- 'There was an issue with the accuracy of the location of certain events, but was corrected after day one of the conference. The only other thing that could have been helpful before hand and available in the app would have been a map of the layout of the conference',
- 'It would have been helpful to have access to the Power Point presentations on the breakout sessions. I did not receive any updates or communications through the app but was receiving these through my email. Would have been helpful to list the speakers in alphabetical order so we can find people easier. ',
- 'The map feature on the app was not as helpful as I would have liked. My self and my students found it hard to locate the rooms of the breakouts on the map. ',
- 'This was an amazing app. It was very useful and easy to use.',
- 'I did not receive a hard copy NatCon 2020 program (was it supposed to be in my tote bag?) - if I had I would have used that instead.',

- "Comments: I really like the survey at the end, so that we can in a lot of detail discuss what went well and what didn't. Feedback: Overall it was still a great conference. Recommendations: 1. I really loved the grab bag stuff from last year. I still use my portfolio, t-shirt, and water bottle. Everything I either lost or gave away within a week. So far this time, all I have kept is the water bottle.\n2. The drinks at the banquet were extremely pricey and not used by my team. \n3. Having to pay for parking really adds up, having a venue location that didn't charge to park was really nice, in Orlando.\n4. I would have liked to have seen more service animal organizations.\n5. Having one of the breakout sessions be a Q and A with Jared. Where covers what headquarters is working on in detail and what his expectations are of the chapters, also in detail.",
- 'Great Work...keep making it better every year...',
- 'What was the point of the game? I really want to know',
- 'None',
- 'Great tool ',
- "There was a game option and we weren't given the game - which could have been an engagement piece.",
- 'I would have liked to have known about the QR feature originally. I was told about it the second day from someone who had gone to the previous years natcon. I think you could put in the book that is given out or in an email that is sent to the user previously to the conference',
- 'The mobile app was useful in finding the schedule but was not up to date on some of the breakout sessions that were on the physical program. Overall was very good in finding where breakout sessions I wanted to attend by looking at the description of each.',
- 'Kinda feel like some of it is reinventing the wheel... The QR to their SVA profile was not used because we all just connected on LinkedIn or emailed. I like the idea but it is a little wonky.',
- "The website worked great. No wasteful paper, had all the information I needed and didn't have to download anything",
- "There was a lot to the app. A lot of features most didn't know about. It's a great resources, but too much packed into an app for 3 days that most don't use for more than a program. An announcement about the features (like finding members and communicating) would be helpful.",
- "I didn't know about the QR feature until an exhibitor asked to scan my code. Would have been helpful if I had known earlier. Additionally, help in narrowing down your choices (there tends to be multiple interesting sessions at the same time) would be great.",
- 'I thought the app was a valuable resource, however, there were times where it was inaccurate and hard to load. I would also like the materials for all presentations to be uploaded. ',
- 'Need a help site at NATCON to assist with user issues like not having access to e-mail in order to get logged in.',
- 'The push notifications could be a lot sometimes because of changes to schedules. ',
- 'If there will be both a hard copy and the app, ensure the schedules in each match. The Friday 2:45 session was Salary Negotiation in the app and something different in the program for the given location. (Gold 4)',

- "I would suggest fixing the messaging feature on the app as it won't notify if someone responded. I would also try to see if you schedule to be in a room it will say that it's reached max capacity so I can plan to attend another one instead.",
- 'Corrective accuracy in the schedules',
- 'Keep the mobile app. Great resource without having to carry extra "stuff."',
- "It's too clunky and UX needs to be cleaned up.",
- 'This was helpful as well ',
- 'App is easy to use. I would recommend a geofencing option to where the app identifies people that are actually in the breakout sessions vs those that are registered but did not attend, of course everyone would need to download, register and use the app. Would make it easier for those that were unable to get contact info of people we talked to but wanted to get that info after the fact.',
- "They ran out of physical programs so I couldn't have one.",
- 'I used the app primarily for session scheduling and info on panelists. For my purposes I found the app very useful.',
- 'The app was great, but one event I planned on attending was not matching up with the app and hard copy. It was the salary negotiation one, which was on the app, and didn't show up to the panel by the way, and it was showing a different event on the hard copy.',
- 'No suggestions, the app was well versed, simplistic, and easy to navigate. The only area that could use improvement would be the email notifications. If your phone by text alerted you for an event, it should not go to your email as well. Chime down the alert software a bit. ',
- 'I like the app it was very helpful in planning what breakout sessions to attend.',
- 'Fewer notifications, fewer schedule changes',
- '!',
- "Check the Notes tool. I really liked it, but it would kick me out our stop typing if I paused. It's really helpful to have archived and bookmarked my thoughts about a particular breakout session with the presenters product or topic and their contact info",
- 'May we have some medical companies represented at the tables. Lots of tech companies but it would be nice to have some medical representatives as well. thank you',
- 'N/A Did not use it.',
- 'Make sure to update the app if a session is canceled ',
- 'I used it as a scheduling tool and to find out information about panels and SVA Campus.',
- 'The mobile app was great but I think the hard copy is great to have as a reference for future fundraising to attend the conference ',
- 'Thank you for a great app.',
- "The physical copy was useful for taking notes. Maybe the app can have a note taking section, and have the app populate to the day you are on/in. I had to scroll to the correct day each time I opened the app. I love the agenda feature! Maybe a notification option could pinged when it's 5 min 'till the start of an event.",

- 'Yes I am going to harp again, there was no place for me to take my service dog. Would have been great to have time to really talk with VSO to know what there focuses are in DC and how we could help. And where was our t-shirt?',
- 'Very well organized. ',
- 'My app, whether it be my phone, wireless connection etc. only worked occasionally, so notifications came late. I was not aware of the IL group meeting until it was almost over. ',
- "I used the app more often than I used the physical copy. It was easier for me to use. The app didn't really require some information that was great to have. I would recommend that you require more information to be input. like email and name and school.",
- 'It would be easier to use if you could choose all of your breakout sessions and activities at once, instead of individually adding each to your agenda. Another thing to mention is to have a group chat through the app if a chapter is traveling together from out of the area. For example, my chapter came to Los Angeles from Las Vegas, and we didnt not all share numbers or communicate prior to this trip. We ended up downloading a group messenger app to chat amongst each other and announce meet up times and checkout times. It would also benefit if the QR scanner actually worked.',
- 'You should really have checked its compatibility with certain phones/services. A lot of people were relying on other peoples phones to use it, or see the schedule of stuff. ',
- 'It would be nice to see the same level of excellence we saw at 2018 Disney',
- 'be able to design your schedule and share it with other members on your SVA team',
- 'did not use',
- 'The mobile app was a great tool to have during the conference. I did not know about the QR code scanner until Saturday. I wish I had known earlier on prior to getting to the conference.',
- 'Great job and implementation.',
- 'There were no games on the app, I think that would be an excellent feature to add, or challenges for attendees to win prizes.',
- "The mobile app was great but there we're times were it was buggy and froze when trying to complete certain actions ",
- 'Only used it for the agenda and ended up muting it due to the excessive number of push notifications.'

Negative Comments:

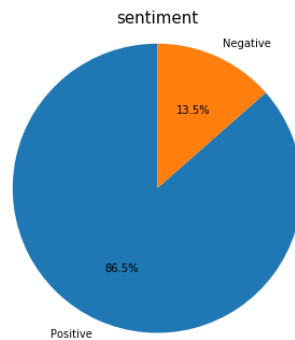
- 'Mobile App was very glitchy and frustrating to use, especially when typing.',
- "I wish I could have referred to a hard copy of the NatCon 2020 program. However, they were all distributed/none left by Saturday morning. We had delayed flights from the East Coast and sadly, missed most of the conference on Friday afternoon and didn't realize programs weren't in the bag until after we'd left the conference area. When we asked for hard copies Saturday morning, they were out. As someone who plans a yearly conference for Student Affairs Professionals, I know it's tempting to move completely to the mobile app format for programs, but people really still want the hard copy. You really still need to print enough of them.",

- 'I had trouble signing into the app. It kept saying that my password was incorrect. There should be a way for the individual to reset the password without having to trouble the person that registered me for the conference. ',
- "The user interface needs work. When typing a message, the display would have seizures and it was distracting and not easy to use. When clicking on the sessions to read more information and then trying to go back, it would take you back all the way to the top of the page. When schedules were updated, they sometimes didn't show up on some people's phones. Some of the information on speakers and locations were missing/inaccurate. ",
- 'Slow, sluggish would be how I would describe it. ',
- 'No suggestions right now',
- 'It was difficult to see "paths" of the breakout sessions (professional, student leaders, etc.). Every time you selected a session you were taken to the bottom of the attendees and not to the information at the top. There was limited information about panels. Push notifications could not be opened in the app, you had to go to your email to see them. There was never any information in the "Announcement" tab. The "GAME" did not work, again.',
- 'Have updates for sessions change in the app. I received so many emails about this but no change or notice in the app. ',
- "I'd prefer to remove the hard copy NATCON program. Seems archaic & wasteful. Maybe put all that info on the app?",
- 'Some of the information in the app was inaccurate and seemed to disappear without notice. Many of the room number for the breakout sessions were not in the app for some reason. I had to go get a paper book to find where my session was being held. ',
- "It didn't load properly from looking at the description of the breakout session to the back button to see the previous screen which was aggravating.",
- 'Maps should match the session rooms, Gold rooms were hard to find.',
- 'The accommodations at the overflow hotel were substandard and the staff continue to provide conflicting information in a very bad experience. Shirts were not available yet many folks thought that they should have provided something as that was rolled in the conference cost. The conference brochure was not available I use the app but would've preferred the booklet. The students that attended with me stated that several of their sessions did not stick with the presentation topic and they also felt like it was more sales pitch for particular colleges and or vendors. I'm extremely disappointed to have been in several sessions that were overcrowded with people standing and sitting on the floors. I have been involved in military education for 31 years and have was not honestly very impressed with this conference.'

Appendix 5: Which best describes your gender identity? – Other (Open Ended Responses)

None

Appendix 6: What other breakout tracks or series would you like to see at future NatCons? (Open Ended Responses)



Positive Comments:

- 'Session that focus on healthcare profession students.'
- 'More information on internships, scholarships, and personal statement writing.'
- 'More information regarding community colleges!'
- 'They were all repetitive. There was multiple similar tracks at the same time. They all appealed the larger schools and companies. It's great that so many students want to go work for money hungry corporations who value money over life, but some of us were hoping to get more out of this that pertains to other jobs or career paths. Also my section is ran better with less people than most of the schools you let speak and present, but I guess were too small for you guys. It's cool though because they'll keep going to your event every year after I graduate.'
- 'How to use your GI Bill, other educational benefits, resources and the differences between the benefits not only for active duty veterans but also for reservists and National Guardsmen as well since our benefits differ greatly for those who served active duty. '
- 'more state assistance and programs to help with upper level degrees (especially PHD) '
- "The Tracks made sense to me. Not sure I'd add anything new but maybe expand offerings within the tracks themselves.",
- 'More small business help, branding, marketing. Veterans mental health. Non profit',
- 'Healthcare, Medicine, Sciences, Graduate degrees in Health Sciences ',
- 'Any tracks that have room enough for people to attend who want to.'
- "As noted previously, my only issue was that there weren't enough sessions for higher ed professionals or data people.",
- 'Continue to focus on how to build/grow chapters. Incorporate advisors.'
- 'Community College representation',
- 'Bring more sessions related to chapter fundraising and anything medical track connected. As a student in a medical field, I feel a bit left out here. '

- "I liked the topics and was hoping for good info. It was stuff that has been around and honestly should be conveyed to the student Veterans prior to Nat Con. Was hoping for new stuff on these topics. A well ran chapter will go out and find the info and keep up to date on everything Veteran and not wait till NatCon to get the info. NatCon should be for late breaking new and networking of what is working and what is not working along with a better showing of Companies looking to hire Veterans. Our chapter holds a career fair every year with 80 plus employers, we pay thousands of dollars to come out and honestly did not feel we got our money's worth. ",
- 'More about science/research careers. Also, I would like to see more information about FBI/CIA jobs.',
- 'More career/professional development, branding, resumes, etc would be better.',
- ' Current national SVA objectives and how local chapters can commit to satisfy those objectives.',
- 'Bring back Linda Hinkle!',
- 'Some of the classes in the booklet schedule was different from the NATCON2020 app',
- 'Sustainability and the environment. ',
- 'How colleges can connect with businesses to improve post graduate success of student veterans ',
- 'Veterans in Healthcare (for nursing students, med students, physician assistant students, etc.) using benefits and military medical experience and include college programs that may offer programs to accelerate veterans with a military medical background.',
- 'I spoke with several people about the lack of healthcare professionals and educational tracks. We feel like healthcare and social services are severely under represented. It seems like most of the businesses that were present are either tech, finance, or defense. ',
- 'Financial stability, getting credit right. Va loan',
- 'More for medical jobs ',
- 'More health-related ',
- 'I do not know of any right now.',
- 'Some that suggest that it is okay to be involved with other ordinary track students on campus. More on internship and scholarship opportunities.',
- 'I would like to see longer breakout sessions with more detailed information/workshops. I feel I would have gotten more with more hands on. I spent most of my time away from the breakout sessions and more on networking/finding resources which will increase opportunities/resources for student veterans. I do work in the veteran center and was aware of a lot of information being put out at the breakout sessions. This is just me personally and I believe others would benefit from these. ',
- "I would like to see more organizations that give vets opportunities to continue service via volunteerism. Also, I'm interested in getting vets to be active in sports at school or outdoor activities. So some organizations that are involved in those types of services.",
- 'A workshop on Resumes with some hands on help and reviews of resumes would greatly benefit the veterans attending.',
- 'Sustainability and the environment ',

- 'I felt that all of the topics outside of how to run a successful org were focused on undergraduate students. As a graduate student & pursuing a medical degree, I did not feel that the breakout sessions or corporate attendees were relevant to me. How can you support student Veterans who are pursuing professional degrees?'
- 'I would appreciate better descriptions on which of the sessions are presenting follow up data from prior NatCon events. Much of the information did not pertain to individuals who were not present in prior years. '
- 'Amazing networking',
- 'There were only two of us attending from my school this year. So following a particular track was not really feasible. Tracks I do believe for the larger delegations can be really helpful. Not so much for smaller delegations. And no I do not believe a small school like track would be useful. Especially for the small schools we likely have specific things we are looking to fix or improve, so those are the sessions we would be going to. '
- 'I would like to see more diversity breakout sessions that have more to do with ethnicity and the minority field.'
- 'women, LGBTQ, university/campus officials and how they support our chapters, service animals on campus',
- 'Service to School, Warrior Scholar Project, A brief about predatory for-profit colleges',
- 'I would not have changed the tracks in any way.'
- 'More sessions interacting with other chapters, more info on continuity',
- 'I would love to see more focused on the actual SVA chapters themselves, setting up alumni networks, and chapter organization. I would also like to see a wider variety of career specific breakouts. Medical and certain other fields seemed vastly underrepresented both as breakouts and throughout the campus.'
- 'More STEM related material for Vets. ie medical schools and other related info for STEM majors.'
- 'Women veterans, minority veterans, social services, resources available to veterans (to take back and share with other student vets), what resources some states have versus others '
- 'Usajobs application process '
- 'I liked the panel from NatCon 2019 about public vs private sector, SVA alumni coming back to speak in the medical and law fields. I would like to see more veteran authors, artist, journalist, photographers, and educators speak in a breakout or be a keynote. The descriptions are always a hit or miss for each breakout. I would also like to see a members of congress be in policy breakout.'
- '"- How to be a Feminine leader (idea that Simon talked about)\n- A track for Community Colleges- A track for student veterans looking at Graduate studies\n- Panel with representatives from Top 10 schools in different majors with information pertinent to student veterans and potential transfers",
- 'More balance on Female veterans issues.'
- 'This area was perfect but presenters did not meet expectations based on descriptions.'
- 'It seemed that the sessions I attended were mostly useful. The topics that were available were a good variety to explore. Maybe for next year, if there wasn't this year, have a topic about interacting with a local vet center. I feel like this would be useful. ',

- 'I was hoping to have more topics on reintegration on campuses, starting/improving student organizations, and getting ready for the civilian workforce',
- 'There are too many sessions of researchers presenting findings but to giving recommendations. There need to be more how to sessions. ',
- 'Veteran identity was very informative last year and should be included every year.',
- "Something for Vets that want to get in to the STEM fields. Many of those degrees are graduate level. There isn't much guidance for us on how to get to this point. Maybe if you guys had some experienced Vets in these fields telling their stories and answering questions on how to accomplish their goals, that would be well-liked.",
- 'I would like to see more hands on leadership training workshops and conflict resolution workshops where students can practice the information they learned over the conference. ',
- 'Ideas and how to provide successful events and milestones throughout the semester! ',
- 'The majority of Student Veterans that attend SVA NATCON were honorably discharged E5 or below, however this is not representative of those student veterans (current and past) that present breakout sessions. I would like to seem more diversity of the presentations. I would like to see less panels (or at the very list, be able to see who is on the panel prior to the start of the session) as they tend to turn into "look what I did".\n\n',
- 'Appreciate the Higher-Ed Professional and Data/Metrics tracks.',
- 'Anything addressing Parenting Student Veterans, keep a strong diversity & inclusion presence, ',
- 'Service 2 Schools, Warrior Scholar Project, Posse; more about how student Veterans at community colleges can transfer to four-year universities or access Ivy League higher education.',
- "More marketing and how to leverage social media better. Event Planning, like how to plan and execute a successful event on or off campus (I would love to give that training). Maybe a budget workshop like at the summits. Strategies on being neutral with politics, and the issues that result from taking sides. Importance of memorials/remembrance days, branch birthday's and how to conduct an effective and educational event in regards to those days. Service animal awareness and sensitivity training, and how to ensure you and your school is trained. Purple heart registered campuses and how to become one. ",
- "I didn't get to see them all so I'm not sure what may have been missing. Perhaps allow some of the vendors to have a session? That way if Vets are interested in that company they could go and listen to what the company has to offer.",
- 'More VA HR personnel.',
- 'I really enjoyed the panels on different things that work for different schools. I like the diversity.',
- 'Community College Leaders Transferring to 4-Year Institutions. SVA Members Participating in National Organizations (VFW, Legion, etc.)',
- 'I would like to see more of a focus on student veteran advocacy on campus. Please be more critical of session proposals. ',
- 'Something about ways women can build each other up, or how we can network together, or how we can gain more recognition as veterans.',

- 'Not necessarily a breakout session, but consider having networking socials for different fields of study (i.e. health care, engineering, marketing communication, etc) There were 2400+ attendees this year the opportunities to network with employers in relative fields was awesome but there was little to no chance to identify future colleagues within my field to network with. Essentially there were too many people to network with everybody and nothing setup for different fields.',
- 'Government agencies and more internships options ',
- 'tracks for how to partner with communities and school to provide better childcare for student veterans',
- 'Brazilian Jiu Jitsu. There is a fair amount of Veterans whom are active mixed- martial artists, BJJ is the more common and involves no striking. ',
- 'There were a lot of repeats and some that should have been repeated. More on research is important. ',
- 'Discussion on the mental and physical issues affecting student veterans.',
- 'I would like to see more on resume tips and hope they will get better speakers like Simon Sinek and the woman who lost her leg.',
- 'More STEM breakouts, and graduate options. Also, maybe one on getting involved with the next NATCON as a volunteer. ',
- "More success stories and how to sessions that we can take back to our schools. The Veteran History project presentation was great because I can take that back with me. I'd love to know more about what other schools are doing to have great Veterans Day celebrations or Veteran Graduation events. ",
- 'I did not find many sessions relevant to me, personally. I would like to see more sessions for graduate students who have been in the civilian workforce for a while. Also for those who do not have GI Bill benefits.',
- "I didn't notice any breakout tracks or series. Maybe work to make them more noticeable? Are they even necessary? ",
- 'I think there need to be more deliverables. There are a lot of "info" sessions, but few provided any tangible training/tools',
- "I'd like to see some more hard truths being pushed to veterans through these panels. I never once heard anyone say how much hard work is required during the transition. I'm coming to the end of mine and I've finished my undergraduate degree with honors, am about to finish an MBA program where I'm a fellow, and have committed to a career with ExxonMobil. My #1 message I try to get across to other veterans is: I worked my ass off. Like the old Marine Corps recruiting poster: We don't promise you a rose garden. Transitioning veterans need to understand that the private sector doesn't promise them a rose garden either...",
- "I'd like a session geared toward student veteran engagement on campus. ",
- 'More on how to use social media to improve your SVO. More on Veterans Law. Recommend you invite the Veterans Law Clinic at Syracuse University to lead a panel discussion.',
- 'More breakout sessions on Policy and women veterans',
- 'Community outreach',

- 'I would love to see something on the importance of mental health or a presentation on how to reintegrate because many veterans have trouble accepting their a veteran or feel that they can't connect to their fellow student body',
- 'I would like to see more focus on health care and mental health care. I do not see any questions regarding the campus and job fair. my comments on health care and mental health care can be applied doubly so when concerning the companies in the campus.',
- 'More corporation taught tracks on what is expected from veteran employees ie interview processes',
- 'HUMAN SERVICES RECRUITMENT FOR EDUCATION, SERVICES AND EMPLOYMENT. REACH OUT TO SAVE A WARRIOR!',
- 'Finding your purpose after the military',
- "Mental Health, First Natcon (I don't know why I am here?), track for students, track for advisors, track for VSOs ",
- "More on money! Also, I attended a leadership session in which 2 women (i think they had their doctorates) were discussing the type of personality we have using an enneagram! I don't remember what the session was called but it was great!!!! the city of LA is one of my least favorite places, hopefully Orlando will be better!",
- 'Information for students who are dependents. ',
- 'As a person interested in veteran advocacy, perhaps a breakout session/track on nonprofit & advocacy ',
- 'There need to be fewer tracks to help the conference be more focused on the overall theme. There were too many this year resulting in an overabundance of information.',
- 'How the best clubs succeed',
- 'SBA and opportunities for SVA attendees in small business loans, franchises, being a small business owner after collegiate path. ',
- 'This survey length is losing my attention... would have been great if I could have been offered to leave general feedback at the beginning instead of going through every session, or perhaps if you could have connected our selected agenda from the app so we could select which ones we wanted to leave feedback for. As someone going into the education field it would have been nice to have a break out session geared toward that and a representative from the DODEA present to talk about employment of veterans on military installations... although I realize that is specific to my needs only and perhaps there weren't many veterans present that are going to school to be teachers.',
- 'I thought it was great! ',
- 'I would like to see a better balance of Professional to Student or Educator platform for breakout sessions. The balance is improving from Orlando (2019) to LA (2020) conference.',
- 'A session dedicated to specific veteran groups specifically female veterans. A session focused on academic success strategies would also assist institutions that struggle with academic performance and retention. While overall student veteran success is great, providing a session covering best practices for schools struggling with persistence, retention, and academic success via SVA initiatives can have a great impact. ',
- 'More healthcare or STEM resources should be provided. Obviously the major contributors were business oriented, however a significant portion of service conscious

vets are involved in health related studies and non-profits. Tracks that actually use people who can teach, train, or supply specific useful information. Generic information for new students seems highly irrelevant to a conference like this which already draws upon a significant population of students who are pro active and seeking to improve service. Bring the level up...we had undergrad students attend who could have been better and more informative presenters on some of these topics. Room changes at the last minute or after the start of a session were also confusing.'

- "COMBAT ARMS ANYTHING! When we (combat arms) sit in these breakout sessions, we can't help but notice that most of the presenters were either working in a capacity where they could get civilian jobs that align with their military jobs, or they were officers. We would love some success stories from prior combat arms who now work in a completely different field. Also..... psych majors tend to be left behind as a majority of the employment opportunities lean to business majors. ",
- 'Medical field. ',
- 'During the sessions involving resume building, it would be great if we could be invited to take our laptops or tablets and peer review resumes. For the most part we all have created one, the question is how do we capture recruiters attention?',
- 'Resilience, military to veteran transition, customer service',
- "See previous comment about offering a Chaplain's breakout time each day for the faiths who use that particular day as a Sabbath",
- 'Real things like how to combat homelessness, addiction, and incarceration in student veterans. ',
- 'Highly recommend more action labs. ',
- "Financial guidance was great. I would like to see more time given to the topic. I don't know if it's possible, but something to help smaller schools to connect with known companies that aren't located in the state and or support for those that live in isolated regions.(How to reach out, how to connect, etc).",
- 'More careers in healthcare presentations. More time between sessions',
- 'maybe some first time stuff. I only set up a Linkin account so I could attend the conference. I did take the breakout session about Linkin, but I thought that it was a little too advanced for me.',
- 'How to create a SVA chapter in your school/ university ',
- 'Well personally it was great for me being a finance economics major but I realized that there were not any companies representing to medical industry which limited some members of my club. But other than that it was better than expected.',
- 'I would like to see more breakout sessions targetted toward STEM majors. ',
- 'More diversity on the panels would be welcomed. Educated (hotel)staff on the location of the sessions that were working the event. They should have a map in their pocket. Some sessions were hard to find due to the signs being incorrect, or the location posted was incorrect. After the corrections, everything went smoother. Great snack choices! Thanks for telling people how to dress at this event. There should be a code of conduct mentioned, so everyone will talk to each other respectfully and professionally for the environment. ',
- 'Compensation, GI Bill',

- 'I would like to see more sessions having to do with small schools.'
- 'Veterans with service animals, Stuff on invisible disabilities, Ways to engage fellow veterans on campus, something that bridges all era veterans who were there.'
- 'Would like to see more than just tech jobs '
- 'I would like to see more stories of success stories of the older generation that returns to school via GI Bill any chapter and after graduating and starting a second career.'
- "They weren't advertised as well as last year? Didn't seem to notice them. I definitely liked them at NATCON 2019."
- 'How to engage your organization and campus with your community. More ideas on community service projects.'
- 'Vets in Tech series, Cybersecurity Keynotes, More exposure to higher education opportunities/certificates in cybersecurity'
- 'Bring back the Protectors of the GI Bill'
- 'More focus and health and well-being.'
- 'More chapter oriented sessions'
- 'More representation for Health Care related fields '
- 'Every time I went to breakout session it was full even though I registered online. '
- 'More about finance and similar topics would be great because we have a lot of vets at our campus that are not doing the best in that area and I think it would be great to have more information to help them in those areas.\n',
- 'Chapter Marketing from the ground up'
- 'How veterans can generate passive income in the civilian world.'
- 'More identity transition, I really enjoyed the women in the military, but I think focusing on women and allies, how to help change the narrative for everyone. Ex: as a woman I\m often immediately met by surprise that I served, to immediate dismissal that I"probably did a desk job" or "didn't see combat" I did do a desk job... As did my majority male peers in both federal law enforcement and intelligence careers. I did see combat, unlike many in a drawback/relative peacetime. How to be the men that also help change the narrative, as unfortunately most are too quick to dismiss women veterans to even listen. '
- 'I would say concentrate more in quality of these sessions rather than quantity. '
- 'More small business'
- 'Diversity and Inclusion, Mental and emotional wellness, Women leaders'
- 'Most of the breakout sessions I went to were excellent. I currently do not know of any others that I would like to see next time.'
- 'Sessions that actually focus on small student chapters and not university staffed chapters that have access to donors and big corporations. We only get money through fundraisers so getting ideas for different/successful fundraisers would have been epic.'
- "I have been invited to go to Nat Con over the past three years. I didn't attend in the past because I constantly heard that there was nothing for Student Veterans looking to network in the medical field or breakout session related as well. So what would I go for? I decided to attend NatCon 2020 to have this opportunity to express my concern. It is my hope that by expressing this concern it will change the future conferences for those of us interested in medicine. You have all the corporate attendees seeking us

out with job opportunities. Where is the medical side? At many Veteran events that speak of opportunities in college and the job they always leave us out of healthcare. As a Veteran who is studying to one day go to PA school I would have like to see opportunities to get direct patient care hours from hospitals or colleges that have these hospitals. But I didn't see that opportunity. I get that each year this grows and this is an area that has limitations due to the increasing need and cohort support for doctors, nurses, and PAs. However, many medical students these days go to medical school and don't follow through afterwards in the medical field. It has been proven that as Veterans we follow through for the most part. So why is it that we are not marketable when we are truly the best candidates? I would like to see agendas in the future with breakout sessions on how we can serve in healthcare more. Maybe partnering with Service to Schools and Warrior Scholar Project to create the missing opportunities in the medical part of STEM that we are clearly being left out of. I do believe our culture is a great part of the missing link to unmet healthcare needs today and in the future and I would like to see more representation of that going forward.",

- 'I would love to see breakout sessions for different majors during the breaks each dedicated to the majors represented at the conference or even tailoring the app to be about to sort by major or interest. Also if natcon could provide info to be able to provide to universities to help understand why the conference is important for student veteran success. I feel natcon will continue to grow but the most difficult thing is funding the trip there not many universities see the value in student veterans and by offering more information this would boost numbers and also showing the importance of student veterans but how this conference helps there success and there chapters future. And if there is a way to find companies that tailor to majors that might not usually have a company there for example social workers there are many areas that social workers can go into but there might not be a company that are looking for them the SVA campus is amazing but most companies there are tailored to look for majors that are STEM related and the the companies there would be tailored to them for the most part by expanding the campus area if possible those majors that would usually might not find a opportunity with a company would have the chance to network for once. Also if there could be a area dedicated to helping people with setting up there linkedin profile to better understand how it can be used and what to and not do ',
- "I'd like a deeper dive session on chapter fundraising and working with organizations seeking to donate."

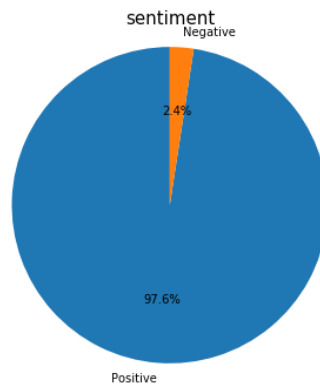
Negative Comments:

- 'It would be nice if SVA actually shared/demonstrated the value of the practitioners at the schools and the countless sacrifices they make on a regular basis supporting the military / veteran student. The vast majority do NOT make any additional money by enrolling military students, yet this is a common assumption. VERY disheartened to hear senior SVA leadership say the "hate schools."',

- 'Less panels, more presentations from experts. Tired of hearing self-promotions and humble-bragging from panels when they fail to offer tangible advice or suggestions for audience members to take away.'
- 'Some descriptions did not match or were misleading to the actual content of a few of the breakout sessions.'
- 'More information on real life issues, a panel on military specific traumas and coping/resources, a panel of initiative veterans have participated in via contacts met at NatCon, information on involving civilians and chapter communication platforms, information on leveraging military experience in chapters, building up ways to get members interested in serving as an officer, and so many more ideas',
- 'Honestly, most of the breakout sessions I went to were great in what they provided. I think to make things a bit more clearer, place different colors for which breakout session each belongs to (example: Individual Chapters- X- color; Individual improvement- W- color, etc...) I know there was an instruction guide in the planner but felt it not the best.'
- 'More geared towards Student run Student Veteran Associations instead of geared toward employee run Student Veteran Associations. Our Association has no employee input/help so as students we are doing this by ourselves.'
- 'We need more breakouts and action labs on graduate school preparation, members of different communities, and women/femmes in spaces. It was so white, male, and straight I could tell a lot of people were uncomfortable.'
- "I am a veteran who got out years ago and got a career. I had an injury while in that career that made me unable to continue. Now I'm searching for an encore career. I would like some training or information with how to navigate to the next chapter after military and career to pursue another path to follow",
- 'The breakout sessions available were great for some. I think the issue lies in how the session topics are chosen. I had the feeling that these were mostly topics presented in the past and they were just going through the motions. I think it has a lot to do with how submissions were processed. I spoke to a few members that had submitted presentations with unclear instructions for submission and were rejected. Then sat in on a breakout that was similar and it was terrible. A lot of these breakouts end up as people marketing their VSO or groups patting themselves on the back while other SVA chapters who would have been more suited for the topic sat quietly through it.'
- 'How to build a strategic plan, or update a poor one, for new or struggling SVAs.'
- 'As a dependent, I sort of felt like an outsider at this conference because there were no breakout sessions geared towards dependents, nor were there many booths at the networking event where I felt I could talk about being a dependent and not a veteran. I would definitely have sessions or other things geared towards dependents at the conference so that they feel more included.'
- "It's not that I would like to see other tracks. I was slightly confused on how to use those to my advantage to maximize my time at the conference.",
- 'Not sure I have other topics. I only wish I could have attended more...schedule conflicts have to pick one.'

- 'Some rooms were too small. I have to leave one session because it was way too crowded. ',
- 'Breakfast was just coffee and bread, lunch was meat filled sandwiches, had to leave and find food elsewhere. Next year just say "snacks" not breakfast and lunch.',
- "I would like to see breakout session descriptions be more concise in describing what the session is, how it will be conducted, what the goal is. Some of the titles didn't quite match exactly what was going to be discussed. I was not a fan of wasting time hearing about the just started or will start surveys/experiments/data collections as they did not really provide useful info.\n\n*this may be a question later* It was disappointing that not everyone was able to go to the banquet, even more so that only one person in our group of 6 even got a ticket for it. I ended up spending the rest of the evening in my room at a nearby hotel...",
- "I don't have a breakout session idea, but I do have an idea about the room settings. I am allergic to dogs and there were several sessions I could not attend because dog owners were spread throughout the room. If there was a section of the room set aside (preferably the front of the room) for dogs owners, I could sit on the opposite side in the back of the room long enough to get some information.",
- 'Possibly more on small business, most things seemed geared towards the larger corporations but some of us want to own our own business unfortunately I got sick before the only workshop about small businesses since it was saved for the final session time.',
- "The way the speakers were unprepared and how it was all very basic and did not dig deep into the talk I don't want any speakers, just networking. Skip the speakers",
- 'I noticed that the titles of a lot of the breakout sessions were misleading. I also felt like the Campus was not as rich as it used to be. I liked it when everyone was in the same room. ',
- 'Disability and VA medical/insurance, veterans with military spouses, how the community views veterans and how to handle when that's negative, Transitioning veterans, how to go about a job interview, etc.',
- 'Racial Equity among your chapter. Practicing Ethics. Emotional Intelligence. Stress Management. Conflict management. Empowering and Delegating. Choosing your team'

Appendix 7: What was the most beneficial thing for you about the conference? What was the least beneficial thing for you about the conference? What topics or speakers would you recommend for next year's national conference? (Open Ended Responses)



Positive Comments:

- 'Simon Sinek was really outstanding. '
- 'The speakers were great.',
- 'Learning to network was the best thing I learned since I didnt know how to.',
- 'The guest speakers ',
- 'Exposing my Student Veterans to NatCon and the other Student Veterans that were in attendance. Networking with the sponsors. Simon Sinek was amazing!',
- 'The most beneficial thing for me was the networking opportunities with students, employers, state and federal works and schools. ',
- 'It was informative to attend and a great opportunity for our student veteran leaders. Continue to bring in diverse voices and perspectives as well as those that resonate with the attendees.',
- 'The branding by Lida was amazing! The guest speakers were',
- 'Anything pertaining to VA care and communications',
- 'Opportunity to view higher education through the student lens.',
- "Brian's moneyball presentation and the opportunity to network.",
- 'The break out sessions, when they were good. I just think it would be better to go through the presentations beforehand to make sure they are what they say.',
- 'American Legion National was extremely helpful. I did out the very small amount of the companies in attendance, was the very LARGE companies that hire Globally. ',
- 'The OPM manager and working for the federal govt',
- 'The building your brand was super helpful. Please add another session of the networking thing. It was so busy i got pushed out of the room. ',
- 'The most beneficial was the companies and sponsors at the campus area. Career branding, Lida, and Simon Sibek I would like to recommend again.',
- 'Ability to interact with a range of people interested in improving veterans education ',
- 'Simon was the best speaker.',
- 'Meeting other SVA members. How are we going to quantify outcomes for future generations of student veterans. Our combined efforts are not being measured. We

are missing out in telling the world our combined contributions. That is a big story to tell but one that everyone will benefit from hearing. ',

- 'I really enjoyed the sessions that were aimed at Higher Education Professionals/Advisors. ',
- "Linda Hinkle's presentation about women veterans was the best presentation at NATCON, bring her back!",
- "For me, being in an atmosphere focused entirely on veterans was exactly what I needed. I loved seeing all that SVA is doing to encourage this next generation. I loved the quotes- about scholars and warriors- we want scholars to be brave, and our warriors to not be fools. Education is key! Thank you for all you do! Don't forget the 40 something veteran who just retired from serving- they have a lot to give to our communities and are not old. They might need encouragement to keep learning- what's the next phase of their career going to be?",
- 'fundraising, Administration more involved, how to best handle Veteran space',
- 'I was able to find out how to be an effective student while attending college. In order to get a head for the future, I must 1) intern as soon as possible 2) network with many individuals and maintain those networks, which may lead me to my next career 3) immerse myself into the general population by affecting those around me and bringing positive change 4) and more.',
- 'Networking with other chapters & employees for insight, internships, and job opportunities ',
- 'Networking & the breakout sessions',
- 'Simon and Kristie were AMAZING. Hands down amazing. I loved seeing the electricity of student veterans networking like that also. ',
- 'the Hill Town Hall was extremely beneficial for me as I was looking for a way to get involved in public policy and advocacy',
- 'Fundraising workshop was great to get more ideas and think differently on how to fundraise not only for the VRC but to assist the VSO with their own fundraising. Also, the professional networking opportunities to meet other campuses and VRC staff. Simon Sinek was really great to hear and would love to see him come back in the future. ',
- 'When I was in DC for the leadership institute, I developed a strong drive towards policy. I felt that the policy panels and current state of the SVA panels were the most beneficial to me. In the future, it would be nice if there were more healthcare industry panels.',
- 'The opportunity to hear from various professionals and institutions.',
- 'I benefitted from being around so many other student veterans. NatCon gave me a place to feel comfortable in while networking with others. I would love to see Gary Sinise as a speaker at NatCon.',
- 'Simon Sinek, Tony Robbin, Robert Kiyosaki',
- 'Hearing what successful SVA chapters are doing and what they did to garner participation from student vets. Networking with larger private universities',
- "Networking with other veterans, vendors, companies, and resources was amazingly beneficial. I also had the opportunity to see veterans & folks who work in the veterans community that I haven't interacted with/seen for at least 5yrs or more. I would definitely

like to see more motivational speakers & veteran leaders come out to be a part of this event. I think you missed out on a great opportunity to feature veterans who are in the entertainment industry (both in front of & behind the camera) here in LA, highlighting some of the veteran leaders here in the local community who's vision has had an impact on a national level.",

- 'The most beneficial thing for me was connecting with others outside of my institution. It was great to meet students at different education levels, fellow staff, and organization and company representatives.',
- "Forgot to mention in my previous responses, I attended Raytheon's breakout on navigating the hiring process but found it too specific to Raytheon. Was hoping it would be more broad across industries.",
- 'I really enjoyed hearing the guest speakers.',
- "One of the most beneficial part of the conference was the Women's breakout session that I attended. A few of the companies help private networking events at close by bars/restaurants and those were awesome network events.",
- 'Networking. As an officer of our schools SVO, I learned that some of our challenges are common. This has helped redirect our vision and hone in on how to better serve our organization. ',
- "Simon's talk was insightful and useful. ",
- 'The conference had outstanding speakers. ',
- 'finding other sources of income through scholarships ',
- 'I loved all of the guest speakers and the breakout sessions were very diverse. I would like the continuation of varieties of topics during each breakout sessions. ',
- 'The positivity promoted throughout the entire event was rewarding in itself. However, the Financial information provided has proven to be the most beneficial personally.',
- "The fundraising type topics are highly useful as are the sessions about successful interactions between SVO's and schools. I also like the idea of the company tables for lunches and such. I do think that part of the introduction should include a note that attendees are encouraged to sit at the tables with the companies. ",
- 'I was able to get outstanding insights during the wide variety of breakouts. I would greatly enjoy the opportunity to hear from Jocko Willink at NatCon2021. I would like to see some development of how to engage as an Alumni following graduation.',
- 'People, meet so many great and helpful people . All Vendors was amazing too.',
- 'I went to breakout sessions that leaned toward diversity and inclusion and some career path options as well. I got to take time to meet some amazing people both veterans and non veterans and hear some amazing stories.',
- 'More sessions with speakers like Simon Sinek - he was incredible! Also, have the SVA staff conduct interviews (like with Sinek) she was so much better than the news person with the media speaker the day before.',
- 'I think overall it was good. Lots of options. Some very good speakers!',
- 'Career fair is most beneficial. ',
- 'I thought the whole conference was a valuable tool not only for me personally, but for me to take back to my fellow Student Veterans. ',

- 'SVA chapter practices. Each of the options should be held every day. I recommend more focus on that and a broader depth of fields being represented. As a pre-medical/PA student, almost none of the companies or schools applied to me. It would be great to have companies/hospitals/fellowships/medical schools come in the future that could cater to students beyond the business/accounting/engineering/and federal employment sectors.'
- 'Bigger break out session rooms with more seating. More sessions on adaptive technology. Really enjoyed the women veterans sessions.'
- 'Networking with attendees and other sponsors.'
- 'Networking and breakouts '
- 'Im studying Social Work and I could not find any breakouts that went along with my career expect policy. The biggest thing I got out of the conference was networking and a sense of community with my fellow vets. '
- 'Motivational and insightful speakers like Simon, and honest speakers like Ron are gold for conferences like this. I would like to see more high-reaching individuals on panels (from top companies, top schools, etc.) because that is key to inspiring our student veterans to do more and not settle with their lives.'
- 'I loved everything about the conference. Linda Hinkle, LMSW was amazing. Her lecture was inspiring and informative. Please have her again next year. '
- 'The campus and the speakers. I enjoyed the breakout sessions too, especially the ones on how to network.'
- 'I would like to see more diverse companies at the Campus. Some of our students in medical and educational fields did not find companies in their field to work with.'
- 'Being able to network with other schools. Speaker preference could change as the climate of higher ed does. Perhaps a university president that is supportive of SVA. Brenne Brown?'
- 'The keynote speakers were amazing. I did not attend the second keynote speaker, but saw the video online. Many of the breakout sessions were good topics and information related to SVA, VFW, VA, or professional life. '
- 'I enojyed Simon Sinek '
- 'The NATCON High is an agent for change on my campus. '
- 'It was great getting advice on the problem areas within our own chapter, and possible means to mitigate those issues.'
- 'Bring back Bob Bieri. Although I really liked his talk in general, what I liked most is that the advice came from what seemed like an expert and was very practical. '
- 'The workshops and keynote speakers are the most beneficial thing about the conference. Also, I really enjoy meeting veterans from other colleges and universities across the country. The veteran identity topic should be a breakout session every year.'
- 'The sessions involving leadership were very insightful.'
- 'The DSL and the Bridge breakouts were great and helpful for staff. My students especially liked the how to get along and the resume building workshops. '
- 'Simon Sinek was an amazing public speaker that everyone could relate to. This was not the case for many other speakers.While there were some very good topics, it was difficult

to attend breakout sessions each block that was impactful. There were a few blocks that lacked options. As SVA NATCON continues to grow and attract a variety of different attendees, not just student veterans, having a quicker/easier/more accurate pathway to see (and link) breakout session based on individual roles/interests/area of specialty.',

- 'the exhibitors and the job fair opportunities ',
- 'The Breakout sessions, information gathering to help improve our chapter',
- 'Networking with fellow leaders in the veteran space. Would appreciate an in depth legislative report on ongoing and future initiatives.',
- 'I feel the overall event was useful and had relevant break out sessions with interesting speakers.',
- "I really enjoyed the dynamic range of keynote speakers SVA had this year. Ron Meyer was great, Simon Sinek was amazing. I would have Kirstie Ennis was fantastic, bring her back next year. She was incredibly powerful. I know Dr. Lynda Davis was not able to make it in the end but I have seen her speak before and I hope you bring her next year. I know for political reasons VFW & American Legion have to speak, and they spoke way less which was good but please try & convince them to have the speaker be under the age of 40, especially given the audience they are speaking to. \n\nI really enjoyed the diversity of the speakers you had and the topics they covered. I got a lot out of this year's conference. I went to a number of impressive breakout sessions that covered a range of topics, especially diversity. I have been to multiple conferences/sessions addressing Veterans & diversity and I found Linda Hinkle's presentation on Women Veterans to be the best presentation of the conference and just outstanding. We are planning on bringing her to our campus in March. Bring her back next year to SVA!!! ",
- 'I wish there more topics on the actual SVA chapters in schools and their practices/ideas/etc.',
- 'The most beneficial thing was the information the students I brought received. The break out sessions were mostly informative and help us gauge how we are doing compared to other chapters and where we have gaps. ',
- "The contacts and connections with other institutions' Veterans reps and current students. Address the process of transferring from a 2-year to a 4-year institution, considering/accessing Ivy League schools",
- 'Most beneficial was the networking with vendors opportunities. I was able to learn about several scholarships I was not previously aware of that could help students',
- 'Typically the breakout sessions (unfortunately I was unable to attend these due to having to work remotely / put out fires back at the university).\n\nI do enjoy the motivational speakers and was very happy to see Deshauna there.',
- 'The most beneficial thing was getting to network with all the other orgs and svos. I loved Simon Sinek, I hope you find a great leadership speaker like him next year. I think there needs to be more conversations about community college because more and more are coming to NatCon. ',
- 'Being able to be apart of a panel. General Mattis. Travis Mills. Marcus Luttrell. CKFF. The President, VP or any white house staff ',
- 'Networking and attending the workshops- more of the same',

- 'I believe that the networking was the most useful whether it be to talk to other chapters or companies ',
- 'A wide cross section of experts and students to network with.',
- "More Veteran's History Project (hopefully they will bring their equipment next time or the SVA/location can provide some). ",
- 'First time for me so I enjoyed everything.',
- 'The panel of other student veterans were helpful to see what worked for them and the different ways they implemented their projects within their schools and programs. I would like to see a panel of past presidents who won Student Veteran of the year. I think it would be interesting to see their take on SVA and how it has helped them in their lives post college.',
- 'Booths',
- 'My campus has had students attend SVA national conferences since 2010 with mixed, usually negative, results. The most beneficial thing this year is appreciating that there was no need to have sent anyone to this conference.',
- 'I would recommend Jeremiah Gunderson and Jae Kwon for future conferences.',
- 'Simon Sinek was amazing. I would like to see more like that.\n',
- 'The breakout sessions. ',
- 'Networking and a moment to get out the comfort zone',
- 'The most beneficial thing is the fact that so many like minded student veterans and corporate partners are gather in one place to share best practices and experiences to help each other out. I would recommend topics about getting better childcare for student veterans so we can increase student engagement.',
- 'The most beneficial thing for me was encouraging other Veterans to stop giving up on physical fitness and attend a Jiu Jitsu gym. Jiu Jitsu gyms have the highest concentration of Veterans of any martial art. I liked working out with the MVP team and Rudy Reyes. ',
- 'The VA Clinic ',
- 'Veteran Politicians, Veteran Business Owners, ',
- 'The most useful for me was the resume type breakout sessions as well as the campus to be able to see what you would need to get some of the positions out there as far as training or experience.',
- 'Having an opportunity to speak with the newer veterans. Personal issues such as PTSD and toxic exposure.',
- 'I learned how to improve my resume and prepare for an interview. Topics: Rock your resume, preparing for your career, and Simon Sinek as he had an amazing speech.',
- "This year as I get close to gradation, getting professional contacts was most important and very helpful. But also, the speakers Simon Sinek and Kirstie Ennis really slowed me down and made me rethink why I am going into my field and really cement my purpose and my passion which I greatly appreciate. Can't think of recommendations... but would love to have them back.",
- 'The motivational speakers made a huge difference. Their words of encouragement and courage despite their difficulties really made an impact. ',
- "Veterans History Project. I'd like to hear from the vendors that I was able to speak to who were in the hallway from outside the campus. Maybe hear from American Legion

and what they offer in a session, or why being a part of SALUTE national honor society is a good idea. Or why should I apply to be a fellow with the Focus Forward Fellowship. ",

- 'Linda Hinkle, who spoke about Women Veterans. And Chris Molina, who spoke about Leadership. Please bring these individuals back next year. A great potential speaker for next year would be Gary Vaynerchuk. I think he would help tons of veterans with his message.',
- 'Always the networking is the most beneficial aspect of the conference, but the right motivational speaker really does wonders to reinvigorate service to my school for the year following natcon. No recommendations at this time, but if there is a place to provide input later, I certainly will. ',
- 'All spoke well',
- 'Speaking with other chapters and learning from their successes was the most beneficial thing for me.',
- "I got lots of useful information about Voc Rehab and starting my Master's degree in the future. Some of the sessions seemed to be abstract or just brain storming, it would've been nice to discuss concrete action items for chapter practices.",
- 'I think the networking opportunities will always be the best part of NATCON',
- 'NETWORKING',
- "The most beneficial thing for me was the networking with others. I was introduced to someone who introduced me to someone who introduced me to someone who could help me get to where I'm trying to go in my career. I would definitely recommend bringing Lida back because it was very helpful to learn how to come up with my brand. \n",
- "I'm not sure. It was an interesting experience but I think overall I was kind of overwhelmed by the whole thing. It felt like it was a lot going on with no clear purpose. That might have been my fault though. I went with the intention of trying to improve my chapter. When I realized my chapter was relatively strong, it felt like I didn't have much purpose there anymore.",
- "The most beneficial aspect of the conference was the ability to network. Had I not recently secured an offer from a company, I'm sure the most beneficial aspect of the conference would have been the ability to get in front of employers, which was my original reason for attending. I would recommend using veterans who secured positions with great companies through the conference in previous years. These should be the people telling their stories, and providing a no-bullshit roadmap for students.",
- 'Meeting other SVA chapter leaders. This was an amazing networking opportunity. The topics were ok, but the submission procedure was run like a research conference and didn't have much in the way of structural requirements. I sent a submission in to present greenzone and why presenting military culture to your school is important. The response for denial was "most schools have a greenzone." VCU was the first, and even goes to other universities to present. I sat in on a panel (advisor best practices) where none of the panel guests had heard of Greenzone. They later got the information from the moderator. Doesn't make sense for a panel of "experts" not to have heard of a nationally recognized and used program. The keynotes and guests were great but some seemed to be space fillers.',

- "The SVA Campus, and all of the things associated with it (the Networking Hour on Friday night, lunch with companies, and private receptions) were hands down the best part of the conference. I said this to a few recruiters, but I'll say it again: for once, it felt like people in a position to really give us an opportunity were interested in us. I really liked that Saturday was a short day, and provided the opportunity for organizations to host private receptions, one of which I was invited to and attended.",
- 'The most beneficial thing for me at the conference was the opportunity to network with other organizations and learn other tips and tricks that may work for us. ',
- 'Simon Sinek. Networking.',
- "Simon Sinek was amazing! Definitely having motivational speakers, even if they don't have military experience, is a good idea to keep along with.",
- "It was beneficial to be able to speak to other SVA chapter leaders about the struggles they go through with their organization because most of the time it was the same struggles our chapter has. I didn't feel like I was so alone anymore. It was beneficial as well to hear from such amazing leaders such as Ron Meyer and Simon Sinek. I would recommend them for next year's NatCon. ",
- 'This conference gave me an amazing chance to build my network, increase my professional development and learn about all the endless opportunity that is available for Veterans.',
- 'Learning how to expand our support from the school and reach out to other organizations ',
- "The main speakers for the conference were choosing well and had a lot of value. I liked Simon Sinek's talk the best and believe it would be a good choice. Kristie Ennis was also a good speaker as well.",
- 'Networking was by far the best aspect. I was delighted to hear that so many other vets are as passionate about vet success as I am.',
- 'I loved being able to network with other student and speaking with HR representatives that truly wanted to work with veterans. I would have mental health be a subject as many veterans struggle with mental health. ',
- 'The ability to meet and network with transitioning vets',
- 'health care representation. ',
- 'Both breakout sessions and the key speakers ',
- 'I always feel that how to get sponsors, donors or grow financially is beneficial. I am looking forward to the financial planning that one of the speaker stated they would send to the SVA to request it be sent out to all chapters.',
- 'The student experience! ',
- 'Associating with fellow student veterans. ',
- "I loved Simon Sinek. I thought his answer to high achievers being overwhelmed was insightful and useful to me personally. I thought the Keynote speakers were great this year, just too many of them. I liked last year's mix of Higher Education (Syracuse and Oklahoma), Military Honor (Ryan Pitts). I feel that this year focused heavily on Career and Personal Development. A better balance of academic success, quality of life, military transition, and professional development. Family (1), School (2), Work/Job (3), and Military Past/Transition (4)",

- 'Breakout sessions: Linda Hinkle, sessions with panel members. Networking with companies/organizations. ',
- 'Lida Citroen, Simon Sinek, & Kirstie Ennis',
- 'Best practice Work for federal government Vocrehab Internship Scholarship ',
- 'The "how to be more than a club" session was the most useful and I would recommend other breakouts similar to that one. One participant in my group didn\'t have an SVA club on their campus and they wanted to start one, my school\'s club is only a few years old and not doing well.',
- 'Break out sessions, networking Bring back Simon Sinek! Or other famous Ted talkers',
- 'SIMON SINEK Being a small business owner and having access to small business loans for veterans',
- 'Would suggest the descriptions of each session be more succinct. I often found sessions of interest that were going on simultaneously, and if the description would have been clearer would have attended a different session. Ex. Using scholarship to supplement your GI Bill, when in actuality it was specially about the Pat Tillman foundation and scholarship.',
- 'Ability to network, hear from student veterans, those who work with student veterans, and those who research student veteran issues.',
- 'The whole thing was amazing! Very well organized, and being it was my first one, it totally blew my expectations out of the water. Though I know y all prefer criticism, I thought it was great! ',
- 'The networking and support of many veterans.',
- 'To speak directly with companies looking to hire or for internships and learning exactly what they are looking for in a new employee. ',
- 'Most beneficial opportunity while attending NatCon 200 was to reconnect with my alma mater and meet the new students that took over the SVA Chapter that I lead. Professionally, it was great to attend break out sessions that I can utilize and bring back to my college and educate the staff and advisers on. Recommendation for next years speakers would be a member of the Armed Service Committee to speak on the future of military education benefits and hear some concerns from students and professions. ',
- 'The most beneficial experience for myself was seeing my students interact with other SVA chapters and discover the amount of services and people dedicated to their success. The SVA student leader best practices panel was outstanding. Hearing about the process and initiatives the student created and pursued was very inspiring. ',
- 'I would recommend to bring back the VA Benefits sessions, the Women Veterans sessions, and all the Education essential sessions.',
- 'The most beneficial thing was having the conference in a hotel big enough to accommodate everyone. ',
- 'The networking; more health care related, health career and STEM/graduate school opportunities (info, vendors, advice, etc.); more opportunities to get veterans involved in service to others',
- 'Brining home information for my chapter. ',
- 'The most beneficial thing was the ease of access. Everything was in one place, and it was easier to get to.\n\nI would like to see Sean Douglas (resilience training) there.',

- 'Networking and information about resources. ',
- 'ALL of your keynote speakers said something at some point during their conversation that I brought home with me, and am working to implement, as did Jerad. Excellent work to the planning committee in the keynote speaker selection.',
- 'More national authors to speak on leadership. Let MOH folks tell their story. Dave Matthews Band for music all night during awards dinner. ',
- 'The Moneyball Incarceration, Homelessness, addiction with veterans.',
- 'action labs are great. more group interaction. can share experiences more in depth.',
- 'Seeing the positive involvement by others/students throughout the nation. Definitely any financial planning/assistance. I always learn something new that will help me with my own personal planning',
- 'I think if I could have made it to the Small Business workshop that would have been one of the most beneficial things for me, I would love to see more for the people wanting to start their own business. Also I know all clubs need to find ways to boost their memberships and the never invisible women veterans workshops was without a doubt the best session I went to.',
- 'Seeing different opportunities outside of my degree. I would love to see Linda Hinkle back, she was very inspiring.',
- ''',
- 'The SVA Campus because of the opportunity to connect with different industries.',
- 'NETWORKING!!! Either it was with fellow students, SVA advisers, or potential hiring companies, they were all beneficial. I enjoyed work shop activities aimed at improving SVA chapters and key note speaker Simon Sinek. ',
- 'It was a great opportunity to network and meet veterans from other parts of the country. Seeing all those veterans from all the different walks of life is inspiring. All of the hard work my club put in to get us to this event was all worth it.',
- 'Resources for women, and STEM. Scholarship writing, and motivation.',
- 'All the VR&E break outs I went to were beneficial. I learned a lot of new information that VR&E counselors are using or working on upgrading. This is my chosen career field so it was nice to learn what I will expect when I complete school.',
- 'Speakers and breakout sessions. I would recommend something with small schools.',
- 'The conference was a great opportunity to meet people that have similar past experiences and current paths but different perspectives. There is a good variety of companies and colleges to network with.',
- 'Noah Galloway, Justin Constantine, Commander Mary Kelly, Carey Lohrenz. First Female F-14 Tomcat Fighter Pilot in North America, Eric Maddox',
- 'SEC VA. It was a great conference. Always the networking and supporting Veterans.',
- 'The room with all the companies. I would not recommend any speakers as most were unprepared or just talking about how good they are at doing whatever',
- 'Simon Sinek was incredible',
- 'Simon Sinek ',
- 'Networking ',
- 'Simon Sinek was the best part of the conference. He was an amazing speaker and truly captivating. I was inspired listening to him.',

- 'Most beneficial - Professional head shots, cracking code to federal employment. Recommend continued vendors/employment opportunities from the Federal level. Would like to see more SVA Advisor type sessions',
- "Kirstie Ennis was amazing. The networking was great. I enjoyed most of the breakout sessions but I found the names to be deceiving. Every-time it was a discussion that I didn't expect. ",
- 'Simon Sinek and Mr. Myers. Great stories.',
- "I really liked the financial portion of the conference. I would recommend that next year's conference have some/more financial portions on every day. I did not notice some on every day. ",
- 'Linda Hinkle is the best speaker that I had during NATCON2020 and she definitely needs to come back for NATCON2021. It would also ben fit some students to have A wider variety of sponsors or exhibitors. For example, with my degree for Hospitality, there was only really one company that pertained to me. Maybe adding hotel chains like Hilton would be good.',
- 'Networking with other colleges.',
- 'I think having more variety of jobs in the college fair part would be cool. Like some health field. ',
- 'Hands down, meeting other student leaders was most useful to me as a Chapter leader.',
- 'How students veterans can get a scholarship, and how it helps. How veterans fit in the defense sector (i found this very comforting).',
- 'Medical schools, medical training accreditation and potential Avenues for said training. ',
- 'It was beneficial to try and help my fellow chapters find the resources that they were missing. ',
- "Fantastic event. It was an overwhelming amount of options, but you couldn't go wrong with Breakout sessions. Furthermore, if desired sessions were full the networking opportunities alone were wonderful.",
- 'The connections that are available though the job fair section as we as the motivation of seeing and hearing everything that is being done inside the SVA. ',
- 'Fundraising in Higher Ed for Student Veterans - can say enough good things about this presentation. Psych Armor is a great resource to get staff and faculty involved.',
- 'Key note speakers and of course connecting with student veterans across the nation. ',
- 'The networking opportunities',
- 'Mingling with like - minded individual that are proactive in their future endeavors, Key note speakers like Simon Sinek, MR Myer and the like are very important. ',
- 'Breakout sessions that addressed issues for individual local SVA Chapters.',
- 'the Keynote speakers were very impactful. I enjoyed the breakout sessions that targeted current student veterans in terms of how to go about certain opportunities and use the skills you have to your advantage. I would recommend Tony Robbins, Dave Asprey, Ryan Holiday, Michael Hyatt, Lewis Howes, Amy Landino, Jim Kwik, Johnathan Levi, or Brandon Burchard as one of our guest speakers',
- 'Most beneficial: The opportunity to obtain so much information to assist our military students with planning and research for their futures. We often see that is not only cloth.

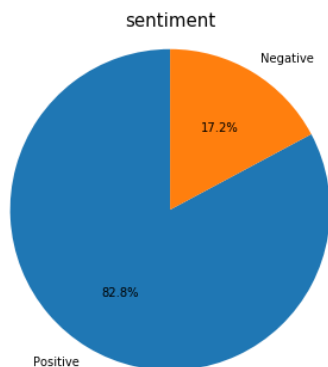
Our military students always seem to linger below the radar. Here's to building new roads through positive transition, camaraderie and support systems on campuses nationwide. Thank You to Jared Lyon for SVA! And Thank You to all for your service!\n',

- 'It is difficult to pick one speaker that stood out to me the most. I gained an incredible amount of information during the entire conference. I would just recommend to anyone attending to really think about what your interests are and find breakout sessions that match.'
- 'The breakout sessions were extremely helpful, the keynote speakers were very motivating and the networking with potential employers was great. ',
- 'Overall, all of them were good. Some were not what I was expecting, but they were still valuable for their own intended audiences.'
- "Yesterdays Pension Today's TSP was priceless. Next year we need to have Veterans/Sponsors/Medical Programs talking about opportunities in healthcare so that those of us that wish to serve the community in medicine can get some mentoring and fresh ideas on how to market ourselves and set ourselves apart. After all we are the follow through and it would be nice to see that we are valued in this part of STEM when we are in such a deficit of medical providers. ",
- 'Supporting new student Veterans to and at the conference.'
- "Simon Sinek's session was very beneficial as it relates to my career advancement. Also the opportunity for networking and exposure was also beneficial."

Negative Comments:

- "More focus on diversity. To me it was the best/most critical feature of the conference. I think it's also one of the most important things for driving the SVA forward. The less diverse the SVA the less relevant it will become.",
- 'The LinkedIn and Pay Tillman Foundation presentations were really insightful!',
- 'Chapter Advisor info was most sought out prior to attendance...but was limited.'
- 'I did not benefit from this years conference.'
- 'Women and sexual assault in the military. '

Appendix 8: Are there any other comments or suggestions about the SVA Honors Award Banquet you'd like to share? (Open Ended Responses)



Positive Comment:

- 'I would love if SVA highlighted more chapter initiatives and photos from events during the banquet. It is nice to see what other campuses are up to, and I think this would be a great way to do so. ',
- "An hour to eat is a waste of everyone's time. Get the awards over and let people go network. ",
- 'Too long. Should do more scattered seating to make people network and get use to talking to others. ',
- 'I really appreciated having assigned seats as we knew we'd have seats. Not sure what the thought was layout wise. Would also be nice to have signs knowing which table is from where. It seemed overly long for the purpose of this and you could tell half way through people were losing interest. I appreciate supporting one another, but after a weekend of sessions, not many want to sit for 3+ hours. I still have no clue who Major is and he didn't seem to fit in with the event. Same with other speakers. I'd love to hear more from people who have served and know where we stand. ',
- 'Would like the option to sit with other members I arrived with.',
- 'I wish there was more information about what the student veteran of the year did. ',
- "Why on earth was there a concert in the middle of an awards ceremony. Stick to a traditional format for something like this or make the concert at the end so that people aren't tempted to skip the content parts that actually are SVA-student relevant.",
- 'I would like to see regional seating so local schools can sit near each other and support each other if they have an SVOTY, AOTY, or COTY nominee. ',
- 'Way too long and drawn out. ',
- 'What was the deal with the artist a Major? The songs need to be motivated not seductive ',
- "My chapter was disappointed that we could not get tickets to the banquet in time. I was the only one able to attend. However, when I attended, I noticed there was PLENTY of seating still open. We should do better next time to make sure if we are going to do priority tickets, that every seat is filled. Maybe an RSVP system. Also, the concert by MAJOR was a little strange. We get thanked enough for our service all the time, we don't need a whole concert about it. We should try something different. The singer doesn't

have to be someone famous, but maybe someone that sings/plays music that a lot of people are familiar with will make it more enjoyable. ",

- 'I expected for more food to be served at the dinner. ',
- 'The bar was extremely expensive but overall impressed!',
- 'Awards banquets are naturally lengthy affairs. The efficiency of this one was fine. The meal itself was a bit sparse. The MC, I forget her name, again was very good. ',
- 'We can make some improvement on the food.',
- 'The only thing I would have actually changed, would have been to have the ability to purchase a t-shirt to remember my first NatCon experience. Other than that I personally think this was one of the most rewarding and educational experiences I have ever had. Thank you!!',
- 'Randomly had one of ours separated from us at a table farther away despite having a solo person at our table that could have been placed anywhere. Food was good, but I wish they would have provided a few bottles of wine like last year or at least cheaper drinks that a \$16 dollar glass at the bar. Most of us are very much on a budget. Otherwise I appreciate what the conference put into it.',
- 'We were very smushed around our table. The food wasn't that great. The prices for drinks were ridiculous, I mean totally uncalled for during a student veterans event.',
- 'Too long ! ',
- 'The banquet was long as it is every year. However, it felt like it went by faster because Major and not a lot of long speeches. I was upset that people did not pay attention to Jaime's speech. I also did not like the assigned seating and I saw many tables left empty in a "sold out" room.',
- 'Too long. Divide the awards up throughout the conference. A lot of empty tables for a sold out crowd halfway through. ',
- "While the banquet was an amazing event to close out the weekend, I felt that the entertainment could have been either a different choice or eliminated all together. The speakers who accepted awards were a little long winded, but the ones who kept it short made up for that. One topic that my chapter expressed to me was the food and how there wasn't enough of it. Maybe having more food rather than sweets would be a suggestion for next year. ",
- 'MAJOR was weird, the guy announcing the next NatCon was weird. Overall it was fine and was a good dinner/award show but overall felt less organized and put together.',
- 'As this was the pinnacle of NATCON, it was underwhelming, specifically compared to years past. While the improvement of the seating chart was amazing and should continue for future years, I had to step out multiple times during the speaker and entertainer due to the topic and nature of "style". The presentation of SVA NATCON 2021 was also disappointing. It is obvious that things are changing at SVA Headquarters and I hope that these changes, the reason behind the changes, the mission moving forward, and some explanation on why Disney in Orlando again is shared with the chapters soon. ',
- 'The on site adult beverages, not only at the banquet, but through out the conference where just too expensive.',

- "This banquet had a much better flow than last year. It still goes on a too long at 3.5 hours. By the end, it seemed that only the schools left were one's waiting to see if they won an award. Maybe have the awards first, very few speeches (or none!), dinner and then entertainment. Major was great and such a feeling of camaraderie. I would end with the entertainment and maybe have a dance floor. You all do such a great job of building community throughout the conference that you could capitalize on that evening but 3.5 hours just sort of takes away from the great feeling by the end. ",
- 'No dessert? No champagne toast like prior years?',
- "The food was great, along with the service. Table set up was great. The main host and Jared were great speakers. I loved the POW and Anthem. Major's performance was great but I think it cut too much into the awards. Even though ODU didn't win, it would have been nice to hear from the winner of chapter of the year and adviser. Everyone else was given a time to speak. Just didn't think it was fair to them. Also I wish their was at least a short bio of the finalists and the reasons behind them being selected. This way we can see what we are doing great and what got us there, along with what got everyone else there. That provides areas to improve in. Tradition at the end is a great ending and shouldn't be changed. ",
- "It was too long. Everyone was on their phones and while they should've been more respectful, no one wants to be there for 3.5 hours when it only takes us 20 min to eat. I believe that all the recognition given was deserved but it should've been conducted differently. Also the host (though enthusiastic) had no military affiliation so I couldn't take her seriously. She was very nice and a good speaker. ",
- "There are many ways that I think the Banquet could be better. The length was a bit long and could have possibly flowed in a more efficient way. The artist could have been the last thing on the agenda and given folks a chance to dance or drink or whatever. The banquet was a bit too much like a military awards banquet....which I know that it was but maybe include more activities to do at the end and allow folks the opportunity to network one last time. The awards are important and folks need the recognition but a lot of conferences that I've been to have more opportunities for fun at the end.",
- 'Menu selection did not exist nor published before the event.',
- 'Thanks for bringing Major to perform.',
- 'I would like to see David Goggins speak.',
- 'I think there is too much focus on Student Veteran of the Year. We talk about having an inclusive, ONE SVA attitude, so there should be more focus on Chapter of the Year as it shows how we all come together. I also heard that the Student Veteran of the Year finalists had a copy of the script so they knew who won, and they non-winners were more focused on drinking than anything else. The script should be redacted in the future so that they are on better behavior. The enterntainment should have been at the end, because we lost half the audience after MAJOR performed. I realize that there is an emphasis on donors, but if they are given a speaking part, all winners should have the chance to thank the people who brought them there (that was not done for Chapter of the Year, Advisor of the Year).',
- "3 hrs is just too long. Some attendees we talked too had to catch early flights the following day and needed to leave early or just didn't attend at all. Also looking around

the crowd lost interest viewing many on the personal devices and small talk. I feel IMO 2 to 2.5 hrs is long enough.",

- 'More seats next year please... lol',
- 'MAJOR did a great job! For the seating: maybe seat the Speakers together, or with some of the SVA staff?',
- 'It was amazing! Great way to end NatCon2020!',
- "I understand there are rules about the number of people who can attend events, I think it's unfair that some students couldn't get tickets to the event. In the future, if someone can't get a ticket, they should be offered an alternative viewing and/or a refund of some kind for that portion. In addition, many of the sponsor tables were incredibly rude and thought they were more important than the student veterans in attendance. Lastly, I think there needs to be a write up of some kind for each of the winners of the awards. I think highlighting these amazing people is important, but learning what makes them amazing would help everyone have something to aspire to. On a positive note, Major was great! I think having a music act was a great addition. ",
- 'Overall entertaining banquet! Dinner was rather light. Also I think some of those bright lights/intensive sounds might not be too considerate to those who have suffered from TBIs. ',
- 'It was ok. I understand that sponsors need highlighting. A 4 hour banquet with a R&B singer no one knows was a bit much in my opinion. Whoever picked the music loves R&B and I get that, but maybe next time no music. Since it is difficult to find genres and artists everyone likes. ',
- "I think it needs to be shorter next year. 3.5 hours is a long time, even the Marine Corps Ball is only about an hour long ceremony-wise and maybe 2 hours of total sit-down, listen to speeches, and dine time. Surprisingly, the entrees weren't very satisfying - but the food the rest of the weekend had been much better than expected, so maybe the bar was set too high by the conclusion of NATcon 2020.",
- 'Great event. It was long, but I understand why. Everything that was conducted was important. ',
- 'Just runs to long\n',
- 'Program went a little bit long. Entertainment was enthusiastic and obviously talented but seemed awkward in that setting. ',
- 'Great event!',
- 'Loved the change to table assignments!',
- 'For a sold-out banquet, there were a lot of open seats. We had 27 students and 4 advisors over half were not allowed to attend. If you are in a seat within the first 30 min let someone else have it. ',
- 'Major was great! Jared and the SVA team were great! would have been nicer if a water pitcher or two were left on the table so we could have something to drink during the rest of the program after dinner concluded. I was dying of thirst by the end. Overall, the Banquet was great!',
- 'Incredible banquet overall! Great speakers and performers. ',

- 'Limited and assigned seating prevent my group of student to be able to sit with in close proximity, as we experienced funding issues with our university and we all purchased our own ticket at different times. Other that seating, this was an excellent event.',
- 'The banquet was a great experience, our students and myself truly enjoyed the entertainment. While there were many speakers with great content the length of the event is a bit much. By the time the awards portion arrived many people had already left. In addition, presenting awards during an earlier portion would allow for the winners to be congratulated by other chapters and discussions had with those who won. ',
- 'The schedule of the Banquet could have been better coordinated. I do not feel like there needed to be a break during the reception to have people eat and then have presenters go up. That took away time from keeping the reception and mood consistent. I would suggest allowing everyone to enjoy dinner while the speakers are on stage. Also lighting and having the bar closed was a distraction . ',
- 'Banquet was a bit long. The entertainment was excellent, however two different performers could have gotten the audience to engage more.',
- 'Glad we are going back to Disney...'',
- 'Love the music this year. Glad to have our favorite MC back this year! Hope she can come back every year. This was my 7th NatCon. Can not wait for 8!',
- 'I would have liked to have been seated at a table with other people. The main course was cold and there was not much on the plate. The desserts saved the evening, but those were already on the table. I had to track down a server, otherwise would not have received dinner. No service throughout the event. Everything else was good.',
- 'Thank you for a great time.',
- "My table was almost less than half seated. If this was a sold out event, how come the tickets of the people who didn't attend weren't given out to people who would like to attend. Couldn't there have been a cut off time/reply on the no-shows to re-sell their banquet tickets? I feel since my table was bare, I could have had a better networking opportunity with a fuller table. ",
- 'The hour break was too long could have been shorter. It got out when the Laker game got out so basically sat on the freeway after.',
- 'I believe that it should have been better advertised about the reservation for the Banquet that it would be assigned seating. However it was a lot better than the prior year ',
- "I think that Major became a little redundant. He is a good singer, but he just kept repeating the same thing over and over so it was a little annoying. I was not seated with all of the people that were in my group, but I was able to switch seats with another person, which was nice. I don't feel comfortable with people I don't really know so if I was not able to switch, I probably would not have gone to the banquet. The portions of food were a little small, but I don't think that really has anything to do with the SVA, but with the caterers. Overall, it was pretty good. ",
- 'Jamie was excellent! Major fantastic! Great event!',
- 'It was very long',
- 'The presentation dragged on for too long. The food was superb.',
- 'I thought there were some things that I did not know much about and I learned a lot. ',
- 'My table got forgotten during food service but other then that really great event ',

- "Maybe reduce the length of time between speakers and awards, so the awards finalists can't get so drunk before they have to go on stage.",
- 'It went a little longer then I would have preferred. Entertainment would have been better as an option at the end instead of in the middle. ',
- 'The banquet was a little long. Tighter presentations and networking time would have been appreciated.',
- 'Absolute pleasure to attend',
- 'To whom it may concern, I am truly grateful for the event, truly well coordinated, informative, and fun! One improvement is the "moment of silence for our country" by the singer. WTF? Without overtly stating anti Trump stance, the message was clear. Seems to me the entertainment and thus the SVA choice in the matter was not very patriotic. Fact is, that day or the day prior, the POTUS issued an order that challenged Tehran for the first time in generations. The result was a diplomatic success, they backed down. While civilian entertainers and civilians in general usually don't understand patriotism or the sacrifice made on their behalf, as the SVA I found it in poor taste to have him up there and do that. I walked out at that moment. What's next, an entertainer that uses our venue to take a knee during the National Anthem? Overall, the general impression I got of the event was not apolitical, but left leaning. Simon Sinek, while a great speaker mentioned more "female style leadership" in men an overt nod to the female supremacy political ideology and a slap in the face to the overwhelming majority of military males past, present , and future. More typical male bashing as if we don't get enough of that in the media everyday. Not to beat a dead horse, but this comment was right in line with former President Obama's comment that the world would be better with more female leaders. The breakout session on transgenderism, less than 0.1 % of the force, and which is a mental disorder called gender dysphoria according to the American Psychiatric Association not something to be celebrated and given it's own entire block of instruction. The focus on women injured vet. Ok, got it. She sacrificed tremendously. She's one female who did, when many of thousands more men did as well. Why have her speak and not MOH recipient Kyle White. For my all my issues, I do have some solutions. Overall I'd say start with changing the lenses, the world view in which you start as planners of the event. Our country is winning in virtually every measure. Why not abandon the left leaning, female empowering, world citizen perspective and get back to American patriotism and exceptionalism. It's not PC, got it, and neither are we as veterans for the most part. Most of us are overwhelmingly conservative and if you want to represent us, then God bless it, you should be too, and plan our events accordingly. I understand you guys work in DC and the town is very anti trump and anti American overall, but so what, don't put a guy who has us take a "moment of silence for our country" at a time when we as veterans should be throwing a damn parade. Not at our event. Not on our night. Save that BS for Congress. Signed, V/R, Joseph Lipscombe Jr 1st Special Forces Group \n2nd battalion, B co, ODA 1223 SSG, 18D (2012-2015)\n',
- 'No free wine at the table ð\x9f\x98\$',
- 'Great banquet. I was still hungry after dinner. Also, I would like a juice option to drink. I don't drink soda, tea, coffee, or any alcohol. Water was good, but lemonade would have been good with dinner.',

- "Although I did enjoy some songs. The audience didn't seem to enthused with the entertainer.",
- 'Food Sucked. Disney did so much better. Lots of comparison to past conferences and this one fell short. ',
- 'The Banquet was well done, but long. Extremely long. That is about my only critique.'

Negative Comments:

- 'Fuck Raytheon and any company that profits from dead kids in other countries. Otherwise, this was a great event.',
- 'The music portion was awkward as hell. What happened to a dinner jazz band? Bring in a military band to perform next year.',
- 'sad to see people in the hall even after whole tables were not used in the main hall.',
- 'Same speakers each time. Very repetitive to what it was... ',
- "Yikes! This was a bit of a disaster guys. This was my sixth SVA NatCon and while the space logistically made it challenging, I think there could have been better ways to combat it. For starters, inclusiveness was non-existent. I knew of people who were told they did not have a ticket so they shouldn't attend. Others were turned away at the door. All the while there were multiple tables completely empty and even more so scattered empty seats. What a waste and poor showing for your constituents. The food compared to past NatCons also lacked taste and quality. A pasta course is a must! Pasta is cheap, filling and everyone, even ISIS loves it! The chicken was bland at best. We got food afterward as we left hungry. 3 hours is a long time for the banquet - wondering if there is a way to shorten it.",
- 'The guest performers were terrible ',
- 'It was sad that some people were turned away since there was still room left in the hall because some companies chose to not attend. I really appreciated the timeliness of this banquet in comparison to the rest as well! ',
- "Major, in my opinion, made people feel uncomfortable. \nI thought it was underwhelming for the chapter of the year and adviser of the year. There was no explanation of why they won and I think that was a serious disservice to them. I was also confused about why they were done first and not with student veterans of the year. It implied to me that they weren't that great of an accomplishment. \nI didn't like that seating was assigned because it didn't allow me to sit with my friends from other SVOs. I totally understand reserving tables for the important guests, but let everyone else sit where they want. ",
- "I was so sick of listening to lengthy meaningless talks and a little insulted by the meal I skipped out the second I was done eating. the lunches were generally great and had better than average vegetarian options, so getting a small piece of overcooked chicken and some veggies was kind of a joke. I am not a full vegetarian (it's too impractical for me) but I eat vegetarian unless there is a specific reason not to. So being offered a wholly inadequate chunk of meat for dinner was doubly insulting. I sound like I'm mostly mad about the food, but that's less than half of it. I stopped attending your talks/keynotes after the first day for my own sanity. They

were long, rambling, and poorly targeted. You should include your keynote and speakers in the itinerary so that people can pick and choose. I would have loved to have listened to the female door gunner talk, but I was too burnt out on every other speaker so I never knew and didn't attend the session. This was my first natcon and if I come back I have every intention of skipping every keynote/speaker unless you publish an itinerary so I can cherry pick. Back to food. Generally you did a decent job of offering veggie options, but the bar is so low you could still improve with just a little effort. Your veggie options had vegetables (low caloric value) and lots of simple carbs (low nutritional value). The easiest way around this is to offer dishes with eggs, beans(legumes), or tofu. Seriously if you just stuck some hard boiled eggs at the end of the line for every meal I would have been thrilled. That's how low the bar is. If you had any sort of ambitions you could make bean salads or even just straight beans (not cooked meat) available. ",

- 'Shorten the length. The singers microphone was too loud. Have the awards presentation while people eat. I felt bad that people were turned away from the event and looking around the room the vast majority of tables had 3 or 4 open seats. ',
- 'MAJOR was a major flop... if i heard him repeat the same phrase one more time, I was going to lose my shit. I almost walked out due to that catastrophe of a performance. ',
- "Only complaint I would have that there were no other food options for those who don't eat chicken or meat. Everyone I had been before had an option and there was none. ",
- "Comparing to NATCON 2019, the meal(s) were not as good (presentation and taste) as well as every table had a bottle of wine. If we're going to have to pay for the drinks, maybe we can find a way to subsidize the \$14.00 glass of box wine",
- "I'm an advisor and if I had known students were denied tickets because it was full, I would have gladly given up my seat. Then to get there and see a significant portion of seats available because people who registered chose not to attend, that was horrible. ",
- 'I am not sure how many were aware of the loud concert to be placed in the middle of the event. ',
- 'It ran too long and having an hour to eat dinner with no content presented was not an efficient use to time'

Appendix 9: Please provide any comments, recommendations, and/or suggestions for NatCon below: (Open Ended Responses)

Positive Comments:

- 'Be more open for break out sessions geared more towards reservist and guardsmen, we might not be a veteran but we do lack the knowledge of all of educational benefits offered to us. ',
- 'I thought you all managed the meals well especially the lunches with the logistics and crowds. Good options. Breakfast was okay just wished it was more substantive. The Friday reception was okay. I appreciated the drink ticket but the initial offerings of the different sliders seemed small and not until later you saw the other options. Definitely works with have the reception with the SVA Campus but was tight. I also think that more clarity about folks that arrive late to the speakers. Some of my students were locked out of the speakers. There should be at least one door that can be used. What about those that needed to use the restroom? were they also locked out? I liked that the VA benefit clinic was available for individual consultations. Finally, maybe work on the timing of the speaker sessions. I did think that the addition of the final speaker on Saturday was not really necessary and you saw that with the attendance shrinking throughout. Definitely more clarity about Saturday evening.',
- "Bring in more government agencies that aren't law enforcement. I met with many people that are public health, social work, or psychology majors that would benefit from speaking to members of the Public Health Service, FEMA, or VA healthcare.",
- "Encourage positive engagement with school's and look at them as an equal partner.",
- 'Larger breakout rooms. Regional meet and greet sessions. More resource providers in the career campus. More SVA staff engagement. Different locations, like Nashville, Phoenix, etc.',
- 'I think there needs to be more sessions that directly address the role of the institution and how they can influence/support student Veterans. ',
- "There wasn't enough seating during lunch. Many people had to stand and eat",
- 'My only issue was the SVA Campus timing. Pretty much only time to go was during breakout sessions.',
- 'Would like to see more surveys to see what topics are being looked at for next year. When deciding on topics think to self can this be an email!!! When questions are being asked even if its not the answer we are looking for or want to hear, be upfront and honest (no politicians answers). Breakout sessions were to crowded not enough seats.',
- "I would like to see more federal agencies, I only saw 3. I'm sure that many student veterans would like to work in the federal sector.",
- 'Please add stuff for political science majors. It was super stem and business heavy. I get thats the majority of people but everyones face dropped when i said i was poli sci. ',
- "I paid for myself to travel to Nat Con in hopes of meeting people who were interested in veterans education research and finding ways that I can uniquely contribute to the field. It was disappointing that the Saturday convention schedule ended at 400 pm while it went longer on Friday and Sunday. As someone who knew no one at the convention, and didn't have any ties to the SVA, the shorter schedule felt like a waste of time. I think it would help if there was planned networking or other open events during this time. ",

- 'Should have a third location in the middle of FL and CA. Travel is a major issue/cost.',
- 'More presentations on women veterans!',
- 'I was amazed how well the events were attended. Great opening remarks by Jared. It was inspiring, and I am so impressed by the students, and businesses in attendance at the campus. I wonder if it would have changed my direction. Health services and human services probably need to be represented a little more. It was really great- but think more broadly about employers.',
- 'I understand that you can not plan how many people will show up to each session but if you have 2450 attendees and 12 session that is about 200 for each session and and room could not hold 50 at best. room sizing was the down fall for me. ',
- 'This was my first NATCON, I was still getting used to the adventure. Thank you to everyone who had a hand in bringing this event to fruition. ',
- '!',
- 'Keep doing amazing work. We love your programming. ',
- 'Have the breakout sessions start a little later. After every day, we spent it networking with other members and attendees and usually that went pretty late in the night, making it harder for us to get up in the morning. Maybe have the breakout sessions start around 11am and end around 5 or 6pm.\n\nI would like to see more breakout sessions or networking opportunities for students going into healthcare. During the conference, I found many student veterans including myself that were in majors related to healthcare (nursing, med students, etc.) that did not benefit from the SVA campus networking with companies. Nursing students and med students do not work in many private companies unless they are healthcare networks or in insurance or pharmaceuticals.',
- 'During the keynotes (opening ceremony and day 2), maybe not have as many people speak during each session, it felt like it dragged on the presentations a little unnecessarily by having too many people come up and speak before the actual keynote speakers. ',
- 'More healthcare professionals.',
- "It was a great experience. I can't wait for next year.",
- 'Bigger rooms for breakout sessions ',
- 'I am in the kinesiology field and medical field, would like to see more companies and exhibitors for that field',
- "Room sizes for breakout sessions should be larger. There was significant overflow in the sessions I attended, & there were few (if any) sessions that were less crowded in sessions I was interested in. Also, for Grad Students, there should be a way to identify not only the current school they are attending, but their alma mater as well. I am currently a grad student & was registered for Nat Con through that institution, but my alma mater's SVA Alumni chapter was also present.",
- 'The days felt a bit backwards. I would have really appreciated having such a dynamic speaker, like Simon Sinek, on the first day to get us all feeling connected and enthused about the next two conference days. I also would have like the banquet to be on either of the first two days. It seemed that because it was on a Sunday night, many folks had left the conference already and I was also feeling a bit of conference burn out to attend an

event so late. Apart from these, this was a phenomenal conference that was enjoyed by all that I was able to connect with. I am looking forward to attending next year.',

- 'Better food, raffling off items, better swag from employers tabling - noticed this year employers really cut back on that compared to past conferences. ',
- 'I do not have any at this time.',
- 'As an Environmental Science major, there were little to no topics, speakers, representatives, or job opportunities. Environmentally friendly job opportunities are up and coming and a huge part of the future generations. I was extremely disappointed to see such a narrow scope of sponsors and job representatives for business, consulting, and very few STEM representatives. ',
- 'Workshops for hands on learning.',
- "Create a group using any social media so other attendees could feed off each other's ideas.",
- 'More opportunity for resume reviews, job interview training and converting military experience to resumes is needed. ALSO place future conferences in regions with more hotel options for those of us from colleges that can not afford expensive hotels and outrageous food prices.',
- 'The career and profile photo booth were closed during lunch/break (which I know the staffs need a break) which made attendees have to choose between missing a breakout session to attend the career fair or to skip the career fair for a breakout session. ',
- 'I would like to see better descriptions regarding sessions which are presenting updated information from previous years at the event. ',
- 'One of greatest event I ever joined.',
- 'well done!!!',
- 'A little info about what you get at check in would be nice. We had a ticket in our badge holder that we never found out what it was for.',
- "Service to School and Warrior Scholar Project should have multiple sessions. Tables were so highly priced that some universities and employers couldn't afford it. Ticket prices were extremely high and I wonder how many SVA Chapters can't afford it. I would prefer a lower ticket price and have more veterans attend the conference than hearing a notable guest speaker like Simon Sinek or Ron Meyers. ",
- 'Again the only thing i would have liked to see was simple. I would have liked the opportunity to buy a shirt from the event, so that I could proudly wear it in hopes that it would be a discussion piece for those who may be curious as to what it was.',
- 'Need more information from the VA and employment opportunities within the government industry ',
- 'I already did in a previous section.',
- 'Thank you for everything!!!',
- "I think that our opening ceremony should be before any breakout sessions start. Jared Lyon's speech will set the tone for excitement for enjoying and motivation to attend any breakout sessions. ",
- 'See above comment',
- 'Cost is still too high for what was received. Look at NASPA for presentation examples and NODA (regional conferences) for cost examples. With all the sponsors that were

- involved the cost should have been significantly cheaper. Perception is that the high attendance cost is funding the main office because there is no dues. It is ok to have a national conference that is not in a big area. Consider universities. Many have the capability to host, provide better food, and keep the cost down for students. \nIt was great to network and I grew from that however I expected more from the sessions. ',
- "For future NatCon's I would recommend having transportation to and from airport's and hotel's on the day prior and day after NatCon to help eliminate travel costs to chapters who don't get much support from their university or local community. ",
 - 'There need to be more how to presentations ',
 - "I'd pay extra money for NatCon not to be in January every year, however it's still always been worth it and I've gotten a lot from each experience. Keep up the good work! ",
 - "There were too many sessions in rooms that were too full. I had at least 4 sessions where there were more people than chairs. And the chairs were so close together that everyone had a hard time sitting comfortably. I'm not sure what you could do to fix this, but it was a big issue for many people that I came across during the conference. ",
 - 'Please provide better seating. The chairs are so packed together (and narrow) that it was uncomfortable to sit in sessions as you were literally spilling over to the seat next you (even if you are slim and fit) and having the person next to you spill into your area. Please provide training to "Room Captains" as many were overly confrontational with attendees. Please provide training to presenters that include: time management, being mindful of whom is selected to ask a question at the end, and using appropriate fonts and backgrounds so slides can be seen.',
 - 'Try to have reasonable adult beverage prices at future conferences. We understand that the industry has to inflate pricing some. It was \$16. for a half glass of wine.',
 - 'This was the first time going to NatCon and felt it was amazing and helpful.',
 - 'Keep the keynotes to a shorter length. Friday night with Ron Meyer & Jared Lyon was great. Saturday went on way too long. Kirstie Ennis and Deshauna Barber were great but most of the other speakers just killed the energy in the room & went on way too long. By the time Lida got up to speak, the crowd had significantly dispersed or was not really paying attention. The banquet was way better paced but 3.5 hours is a long time and i think could be made to flow just a little better/faster. SVA is doing a much better job of highlighting diversity and inclusion in your speakers, presentations, etc. Keep it up! The next area that I would recommend that gets addressed/highlighted would be around parenting student veterans and the unique challenges that added identity brings. I have very high expectations and standards for what I want from a conference and I commend SVA for all the improvements and willingness to continue to strive to be better. ',
 - "This convention seemed to have a very corporate flavor to it: there was more focus on the corporate/career fair and keynote speaker portions than the quality of the breakout sessions. How are these breakout sessions decided upon and how is the quality measured? The tables for colleges and universities are virtually priced out of our budget...why is this? Our university chose to do the virtual table, however we won't do this again: the return was less than minimal for the investment.",
 - 'Would like to see more resources / recruiters for government service (I did see the table for State Dept and Secret Service). Perhaps as an idea to flesh out the social evening

(Saturday night), maybe have breakout socials or meetups by branches and/or by specialized communities (Special Forces, Submariners, Medics / Corpsmen, School Certifying Officials, etc). Just a thought - I do appreciate the various self organized socials that were occurring across the different platforms (some listed on the app - if the app was working, some listed in various FB groups / forums), but they can be easy to miss.',

- "Invite for the campus President's/Provosts and a specific training session or conference meeting with Jared and the crew on our importance. ",
- 'There needs to be more of a variety in the companies that come. My friend who is going into the medical field found no resources and I, as a political science major found very few other than the Washington center',
- 'Put pronouns on the badges!!!! Maybe a tag that says "graduate student" or "undergraduate student" or whatever their job is outside of sponsor.',
- 'Next year....in order to get more traffic to the Vendors....maybe have the refreshment breaks in the same area as the Vendors...that way they get more traffic to speak to them. Also.....not as important....try and supplement the cost of the drinks....if the majority of the folks in the crowd are students and veterans and not working....how can they afford a \$13 beer?',
- 'My recommendations are embedded within my comments on individual sessions.',
- 'Please consider hotels that are not undergoing renovations. The last three years the hotels have been undergoing some sort of renovation. Consider bringing in other companies for the SVA Campus. It appears to be the same ones over and over. I understand there are dedicated sponsors/supports but there has to be other companies that would like to attend. Consider smaller companies who may benefit from coming to a conference and offer a lower cost to them. The campus is one of the things I look forward to but it was very disappointing this year. Was there less companies this year that previous years? Please consider having the campus open throughout the conference instead of specific times. It gets too crowded and hard to talk to potential employers. I feel that a better set up may need to be considered. ',
- 'It would be great if the SVA campus could be open at some point outside of the breakout sessions. It is great to have 96 breakout sessions. But, if you have to skip a whole section of them to visit the campus. It would have been great to be able to do both.',
- 'PLEASE make power point presentations available on the SVA website, personally I did not have nearly enough time to take notes on everything that was presented in sessions I attended. As I suggested in the previous page field specific networking socials.',
- 'Invite David Goggins as a guest speaker. Get some mats and set up a dedicated martial arts area for Veterans to practice grappling in. ',
- 'Majority of the Rooms was over Book at the JW Marriott.. but overall i jad a good time ',
- 'I would have liked to have had a photo or autograph opportunity with Simon Sinek. ',
- 'It would have been nice to have had the VSO tables either in the same Campus room as the sponsors, or in a location that encouraged traffic. Our table was at the very end, and most of our tables had very little foot traffic.',
- 'Great job by all.',
- 'What happened to T-Shirts?',

- 'Thank you for a great conference! I did enjoy it. I just felt really bummed and disconnected without having much opportunity to visit the Campus, and with my students not all being able to participate in the banquet. ',
- "From the few speakers I spoke to, there aren't many benefits to speaking at NATCON (they apparently had to pay their own way for everything). I believe this is the reason why there were so many mediocre presenters who didn't engage their audiences at all. Maybe SVA can help the speakers w/ assisting in getting sponsoring some of their talks? Also, some of the speakers also said they were authors... maybe SVA could also help by getting sponsors to purchase a speaker's book for the people who attend their breakout session? Finding companies who want to market to the NATCON audience doesn't seem like a hard sale.",
- 'Inclusion of opportunities for the social sciences and medical sciences would be a big plus. Employers , internships, graduate programs, volunteer opportunities , etc . All would be appreciated in next years event. ',
- 'Thank you for everything!',
- 'Many attendees spoke about there not being t-shirts this year in the attendee bag. I still wear mine from previous years.',
- 'Schools from the same state should sit together to build state school strength for SVA.',
- 'Figure out a way to encourage more organic networking. I consider myself a pretty comfortable networker, but I found the conference to be very cliquey. SVA chapters really seemed to stick together, which obviously makes it harder to approach an individual. It would be great if you could figure out a way to discourage this sort of behavior. I think everyone would benefit.',
- 'First and most importantly, updating the SVA website. It was difficult to navigate. Google results for SVA go to the "about us" and NATCON pages but not a landing page that is easy to navigate. The breakaway submission procedure was hard to navigate and didn't allow for follow up. Unfortunately the sessions ended up seeming like the "same ole" sessions you see at other VSO conferences. A lot of patting themselves on the back. The award nominations were the same. Spoke to multiple people were didn't know how or when to nominate individuals or chapters. A lot of the individuals I met throughout the conference felt that being donors or attending the leadership summits or being braggy would get you the nomination. It's hard to find a median, but it seems like successful chapters, leaders, and advisors were overlooked for chapters who were large but didn't do much.',
- 'I think formal opportunities to network with other chapters would be great.',
- 'Thank you so much on behalf of the Community College of Rhode Island SVO ',
- 'have an option to reserve a a seat in the room through the app. it would get more people to use the app and better plan if a room fills up.',
- 'More human services ie social work',
- 'I would like to see bigger rooms for the classes, some classes are more popular and there are never enough seating. This year there were some really good topics but the rooms were super small. Person giving out the badges explain what everything is inside or have a narrative to give us explaining it.',

- "I would like to see an orientation for first time Natcon goers. SVA has grown so large and has many repeat attendees that I feel we are losing new students or chapters. Talking to some attendees they didn't know why they were there. Orientations goals: 1st Identity, who are you?-student, advisor, company rep, dependent. 2nd Goal, what do you want personally from Natcon? info about ed benefits or scholarships, job or internship opportunities, chapter development, meeting other schools, career or academic advice. 3rd How do I talk to people? general networking tools, personal branding (the 5min version) 4th How can I apply what I experienced? good notes, meeting agenda, synthesizing and adapting it to my school. ",
- 'It appears there were a few canceled breakout sessions this year.',
- 'It would be welcomed to have different companies/organizations that are hiring not just management/financial consultants, STEM, and MBA students. ',
- 'Video recording, so that we can catch other sessions. ',
- "Don't rely on hotel to provide food. Maybe call local eatery's or food trucks to cater. Hotel food was coffee and bread in the morning, lunch was meat filled loaf's of bread, as a person with dietary restrictions I had to find food outside of hotel ",
- 'As mentioned, if in the future there will be a banquet, it would be nice to have everyone attending have the chance to go. Only one person out of my group of 6 got a ticket and we all registered/got plane tickets/etc at the same time through the school.',
- 'Tell us what is being catered and get more food',
- 'Mealtimes were a little chaotic: There was not enough tables for the veterans to sit at: I saw many in the lobby just sitting on the floor with their meals. Some vestibule long tables to handle that overflow would be wise and efficient, the sponsor tables inside the ballroom were nice but they were for the sponsor employees and those who were working the conference: the veterans did not know where to really sit or feel comfortable sitting at mealtimes with the sponsors...This should be addressed for NATCON2021. Otherwise the conference was overall smooth and well managed. I am glad, as the President of my University chapter that I went to connect with other veterans/potential employers, scholarship/internship opportunities and bring information to the nearly 350 veterans on my campus',
- 'Streamline this feedback request... I feel that I have wasted slot of time completing this. In the future I would like to spend 5-10 minutes max giving feedback. Even though I didn't find the conference altogether beneficial for my time investment, I appreciated the orderly layout and setting. The food/beverages for breakfast and lunch were great. I stayed at the Indigo hotel since we all booked out hotels to late, but though it was a very nice hotel and close enough to the event. Thank you to SVO for putting on this top notch event and trying to provide useful resources and POCs.',
- 'My first conference was in Orlando, FL 2019, and it was an incredible and enlightening opportunity that I will never forget and it has truly changed my life. However, the experience in LA this year was not that effect. Please for future conference, find locations that will cater to the attendees for subliminal costs; i.e., shuttle services, discounts, restaurant recommendations, etc. Lastly, the conference "swag" was poor this year. Nothing was provided to the attendees to remember the exclusiveness of NatCon 2020 to bring in the new year unlike the experience of Orlando 2019. NatCon 2020, like the

new decade should of been the biggest and best experience that could have been provided, and it did not feel as such. The overall conference space felt compact, and unorganized with the floor plan, the food was lackluster, and the multiple long lines to get anything was chaotic and frustrating - none of that happened in Orlando 2019. Lastly, thank you to the hard working team behind SVA. Again, and I cannot say it enough that this organization has changed my life and all that started with my alma mater chapter at Stockton University, and I continue to speak about the experience and opportunities provided. ',

- 'At New York Institute of Technology many of our military affiliated population are in the STEM field, specifically medical & architecture. Unfortunately for these students, opportunities we very limited. We did not see one organization providing opportunities for architecture or medical. While I may have missed the medical opportunities, I am positive there were 0 for architecture students. \n',
- 'I recommend accommodating people with food allergies and restrictions. While I was signing up for this NaTCoN , one of the questions asked about food restrictions and I provided my food allergies. However, just about every dish provided had some type of tomatoes in it and I could not eat.',
- 'You need to include companies that are in the medical field.',
- ' Where was the T-shirt this year? Hotel was awesome, but way too crowded in the hallways and there was some confusion on the floors of events. Best year ever on speakers and sessions! Good job on all the hard work!',
- 'How did the bathrooms run out of toilet paper and paper towels? I cannot believe this was possible.',
- 'recommend more medical companies at the tables for job opportunities ',
- 'I come from an isolated area, so it would have been nice to have met more students in my region to be able to network with afterwards. I met more people at the bar on the last night than I did throughout the convention. I did like the mixer the first night, but possibly structure it a little differently? I hope to attend a future SVA, as I got a lot out of my first experience within this organization.',
- 'I am pursuing a degree in healthcare and there wasn't a single employer, school, internship, job opportunities, even a pamphlet available for me to take back. There needs to be more diversity amongst the booths and speakers as far as career options go.',
- 'There was three of us from my college, and it was all of our first times at NATCON. Maybe have a way to get some help for the first timers. ',
- 'I wish it was longer.',
- 'I was disappointed at the SVA Campus the only potential "green job" was 8minute solar energy. A local California employer. I would like to see a national representative for this growing job sector.',
- 'Maybe a few companies from the medical sector for those pursuing degrees in the medical industry',
- 'I already mentioned them in previous comments.',
- 'More seating during lunch when provided so everyone has a table to sit at and not eating off of our laps. ',

- "Really check on the speakers before letting them speak so they don't just want to push their agenda. The NBC key speaker guy was a joke. He served one year in the marines and did not attend college. How does that correlate to anyone there??",
- 'Great job with the organization of the conference and the volunteers/staff did an amazing job as always',
- 'Having companies that are looking to employ Natural Resources, Management Policy and Sustainability student veterans',
- "You really need to be clear about the dress code, because I had tickets to the ball, and could not attend due to me thinking I did not have a suit, only business casual. Please don't have this conference again anywhere in California, the state is too liberal, and not veteran friendly. It is also very difficult to get around the area of Los Angeles. ",
- 'Somehow it would be awesome for all student veterans to know this exists. I met so many that bought flights and tickets the day before or the week before. They had no idea of SVA or even that natcon existed. ',
- 'Overall, great conference!',
- 'quality over quantity when it comes to the breakout session. Sometimes concentrating on the more acclaimed session is better than just adding multiple session with sub-standard presentation and speakers. ',
- 'I think the main focus of having the ability to engage in a formal, semi formal and non formal setting is very important, also if you host it in an area where people cant leave as easily, I think it will make for better engagement opportunities.',
- 'To whom it may concern, I am truly grateful for the event, truly well coordinated, informative, and fun! One improvement is the "moment of silence for our country" by the singer. WTF? Without overtly stating anti Trump stance, the message was clear. Seems to me the entertainment and thus the SVA choice in the matter was not very patriotic. Fact is, that day or the day prior, the POTUS issued an order that challenged Tehran for the first time in generations. The result was a diplomatic success, they backed down. While civilian entertainers and civilians in general usually don't understand patriotism or the sacrifice made on their behalf, as the SVA I found it in poor taste to have him up there and do that. I walked out at that moment. What's next, an entertainer that uses our venue to take a knee during the National Anthem? Overall, the general impression I got of the event was not apolitical, but left leaning. Simon Sinek, while a great speaker mentioned more "female style leadership" in men an overt nod to the female supremacy political ideology and a slap in the face to the overwhelming majority of military males past, present , and future. More typical male bashing as if we dont get enough of that in the media everyday. Not to beat a dead horse, but this comment was right in line with former President Obama's comment that the world would be better with more female leaders. The breakout session on transgenderism, less than 0.1 % of the force, and which is a mental disorder called gender dysphoria according to the American Psychiatric Association not something to be celebrated and given it's own entire block of instruction. The focus on women injured vet. Ok, got it. She sacrificed tremendously. She's one female who did, when many of thousands more men did as well. Why have her speak and not MOH recipient Kyle White. For my all my issues, I do have some solutions. Overall I'd say start with changing the lenses, the world view in which you

start as planners of the event. Our country is winning in virtually every measure. Why not abandon the left leaning, female empowering, world citizen perspective and get back to American patriotism and exceptionalism. It's not PC, got it, and neither are we as veterans for the most part. Most of us are overwhelmingly conservative and if you want to represent us, then God bless it, you should be too, and plan our events accordingly. I understand you guys work in DC and the town is very anti trump and anti American overall, but so what, dont put a guy who has us take a "moment of silence for our country" at a time when we as veterans should be throwing a damn parade. Not at our event. Not on our night. Save that BS for Congress. Signed, V/R, Joseph Lipscombe Jr 1st Special Forces Group \n2nd battalion, B co, ODA 1223 SSG, 18D (2012-2015)',

- 'Healthcare stockholders i.e. blue cross and blue shield, aetna',
- "I suggest having at least an hour of break time for the campus. I didn't get much time to walk around and speak with vendors and companies present without missing a breakout session. I would also suggest having meals that are allergen-friendly, I was not able to eat food that was provided due to a gluten and dairy allergy. ",
- 'First attendance for SVA NatCon: sessions were superbly organized, speakers well informed and great presentations! Pleased to see administration from other campuses! ',
- 'I would like to know more about the tools available such as the QR Reader feature of the mobile app and any others prior to getting to the conference.',
- 'Thanks for the incredible experience! I look forward to attending again and promoting it to fellow veteran students. ',
- 'Please focus on chapters and not just larger organizations.',
- "I have been invited to go to Nat Con over the past three years. I didn't attend in the past because I constantly heard that there was nothing for Student Veterans looking to network in the medical field or breakout session related as well. So what would I go for? I decided to attend NatCon 2020 to have this opportunity to express my concern. It is my hope that by expressing this concern it will change the future conferences for those of us interested in medicine. You have all the corporate attendees seeking us out with job opportunities. Where is the medical side? At many Veteran events that speak of opportunities in college and the job they always leave us out of healthcare. As a Veteran who is studying to one day go to PA school I would have like to see opportunities to get direct patient care hours from hospitals or colleges that have these hospitals. But I didn't see that opportunity. I get that each year this grows and this is an area that has limitations due to the increasing need and cohort support for doctors, nurses, and PAs. However, many medical students these days go to medical school and don't follow through afterwards in the medical field. It has been proven that as Veterans we follow through for the most part. So why is it that we are not marketable when we are truly the best candidates? I would like to see agendas in the future with breakout sessions on how we can serve in healthcare more. Maybe partnering with Service to Schools and Warrior Scholar Project to create the missing opportunities in the medical part of STEM that we are clearly being left out of. I do believe our culture is a great part of the missing link to unmet healthcare needs today and in the future and I would like to see more representation of that going forward. It would be great to have a breakout session on different or specific volunteer opportunities that medical students

seek to gain experience if they didn't have any from their service. \n\nI am currently awaiting a global internship in Cape Town, South Africa with hopes to serve in a orthopedic hospital for the summer. I have already been chosen for the Benjamin Gilman Scholarship and am awaiting 2 others. I believe an opportunity like this would set me apart for a future in a PA program and afterwards. I also believe that many of us think our travel days are over when we return to school when it can truly be just the beginning. I think this should be a breakout session option as well on how we can travel while going to college and how to fund it through scholarships. As many of these scholarships for study abroad truly do want Veterans to apply and do give us preference because of our history of service and foreign relations while serving. It also stands out to employers that we can work or study in our transition outside of the uniform and bridge the international gap that their business may need. As a study abroad Ambassador, I am well versed in the countless benefits these experiences bring to our population and others. Thank you for the great job. I was impressed with everything that was available for the most part. And I will encourage more student Veterans to go while supporting SVA chapters in the future on campus I should transfer to. Thank you for your service to our community. I look forward to seeing the continued growth in NatCons to come.",

- 'Orlando FL, is a great location from my experience and speaking with others who attended. However, overall NatCon is a great conference because of its purpose and sense of comradery and positive effect on me as an attendee.'

Negative Comments:

- "The conference is excellent for employers and job seekers, but I am uncertain if it is the right venue for schools to recruit. Traffic was low given the number of attendees and the length of the event. We'll look at our numbers over the next year to see if the cost can be justified. ",
- 'The food for breakfast was crap. Not enough protein. ',
- "Never in LA again, or at least not at that hotel. It was ok but they just weren't ready for everyone",
- "The student veteran's of the year should describe their accomplishments. I had no idea what they did.",
- 'Have the next one close to central US as I will be financing the whole thing myself so I would pay less for flight costs',
- 'The severe lack of medical backed companies at the SVA campus was disheartening and slightly disturbing. What attempts were taken in trying to get medical or science companies to be at the conference? As a nursing student, the lack of networking opportunities with such companies left a sour taste and I hope in the future this will be corrected.',
- 'If there is going to be any sort of question regarding dietary restrictions and allergies, I would expect accommodations to be made, not just clearly label all foods with allergens. I could not eat anything except the fruit at breakfast',
- 'Have more tables for food area and for networking. Many people were standing or sitting on floor. It made it hard to interact. ',

- 'We need protein during breakfast. The fruit was wonderful but not filling...I heard many complaints from many attendees. Most of us are meat eaters and need the protein. ',
- 'add vegetarian protein options. you guys did great in general at offering more than sad steamed vegetables (except for the reception banquet which was an abominable failure both as a meal and especially as a vegetarian meal). Way less rambling speeches. I skipped most of them, and will skip all of them unless you add a speaker itinerary to the app (including order and times).Overall I had a fantastic time meeting other veterans, networking, and gathering information for my club. You all are doing so many things right, in spite of my impassioned criticisms. Thank you for your hard work.',
- 'I felt the gold ballroom had the least success in helping me as the speakers were usually not as good and the room was not focused on them due to the formatting of the seats.',
- 'I think there needs to be a larger focus on health/ medical field companies or graduate schools with those degree fields. There are a lot of student veterans, including myself, that were unable to use the SVA campus to aid in their future endeavors because there were no medical companies or graduate schools with medical/ health field related degrees that attended. As a pre-physical therapy, major I was very disappointed with this lack of representation. I hope this will be addressed for future NatCons. ',
- 'I was really disappointed with the food, especially snacks and breakfast. Eggs for breakfast and something healthier for a snack like fruit or granola bars. ',
- "Since this was my first one I don't have anything to base it off of. However, it felt disjointed and draining. ",
- 'Chapter Advisor sessions and/or separate networking time/event to minimize non-advisor distractions.',
- 'I am a Civil Engineering major and there was only one company that was slightly interesting for my personal career. In the future I would like to see more Civil Engineering geared companies on the campus. There was one break out that I was looking forward to, but did not happen. In Gold 4 on Friday at 2:45 the app indicated that the session would be about Salary Negotiation. Another attendee in that room with me stated they were there for a different session. They showed me their program that stated a different session but at the same time and place as what I was there for. In the end no presenter showed up. It took about 20 minutes before SVA staff addressed the room informing us that no one would be coming to present.',
- 'Potentially bring in a wider variety of employers. Some of the student veterans I attended with had a hard time finding openings with the corporations that were attending',
- 'If I had to make one suggestion, it would be the availability of the breakout sessions. Some sessions were there for all days or at least two, but there were some that were only there for one day, so that sometimes made it hard to decide which sessions you should go to, due to the limited availability of some sessions. ',
- 'Better organization, bigger hallways (most of the combat vets don't like crowds to begin with, expand the venue areas or have overlapping sessions), fewer non-constructive panels ("I didn't know what I wanted to do with my life..." is not useful or constructive); try to find more sponsors/vendors who are outside the realm of

business/finance/communication (the lack of health/STEM/grad education resources will prevent me from recommending to some of my colleagues next year)',

- 'Having the campus open only during the breakout sessions made it frustrating since it was just myself representing my school and having to decide whether to attend a breakout session or speak to companies.'

Appendix 10: Ratings and Comments for the Individual Breakout

Sessions

Part 1: breakout sessions on Friday 1:00 pm - 2:00 pm

Breakout Session Title: **Channeling the Power of the Diverse Student-veteran Population**

Breakout Attendance: 10

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 4.4 |
| Usefulness: | 3.9 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- This presentation was labeled as a diversity and inclusion however I felt it was more career oriented. It was more focused toward companies and why veterans should be hired. So I guess in the long run it falls under the inclusion. I might suggest possibly separating the two sections diversity and inclusion.

Breakout Session Title: **A Discussion on Improving On-Campus Services for Student Veterans**

Breakout Attendance: 35

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 4.1 |
| Usefulness: | 3.9 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The naming for the event did not say what it really was. I got good info but not from the host.
- Bigger rooms for popular topics.
- I understand that the intent was for this to be a small group discussion type of meeting. That is fine. A more substantive lead-in would have made this much better.
- Very Useful.
- Even after the multiple announcements that chapters do not sit with each other, my table had 5/8 people from the same chapter. Additionally, I think I was able to provide some good info and ideas to the smaller chapters, but wasn't able to get much information back. I think maybe pairing up in tiers (community colleges versus commuter colleges/universities versus larger universities) at least for part of the session would be more helpful for everyone.
- Wish there was more time. Our group was bouncing a lot of information off of each other and trying to navigate time outside of the conference is very difficult.
- I liked the discussion topics but maybe instead of asking about if Vets know where the office is, maybe ask the participants what problems they hear from student veterans so then the discussion can be centered around solving the participants problems.
- One of the best sessions I attended.
- It was not much of a presentation, more so a discussion with the people sitting at our tables. I think just having a printout of sample discussion questions at each table would have sufficed, no need for a presentation.
- The mini interruptions by the presenter disrupted the continuous flow of conversation between others in the group and myself.

- presenter was not a comfortable speaker. Needed more time to discuss as a table. Whole thing felt rushed through despite how useful the conversations were.

Breakout Session Title: **SVA Chapter Best Practices**

Breakout Attendance: 50

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 3.9 |
| Usefulness: | 4.0 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Great panel discussion.
- Schools that weren't doing much were giving brief about best practices, and wasn't very helpful. Advice from the panel was very anecdotal and very specific to their own circumstances. General guidelines supported by research would be more helpful.
- The panel of peers was great, but it would hold more weight and seem less anecdotal if data was presented with the so-called "best practices"
- This is always a helpful session for new and experienced chapter leaders.
- Having the panel with three different schools was very helpful because you learned about multiple practices instead of one.
- The panel was helpful but would have liked some more technical items for chapter best practices.
- I was one of the panelists for this session and I think it was moderated well by Siobhan Norris. I think that all of us panelists were able to get our messages across to the audience.
- I think it was a good overall but I think personally I didn't gain any new or insightful information. I believe it was more helpful for other chapters or attendees.
- I thought the topic was great but didnt like the panel format. It would take a lot of time for a question and have each of the 4 panelists answer. It seemed centered around social media and it wasnt the information I was expecting. I wish it mentioned things like best practices when working with your other Chapter Officers, recruitment, how to brainstorm ideas for events, etc. But it wasn't like that at all it wasnt until the floor was open to the floor that it got better, but even then only 3 audience questions were answered and seemed like a very broad answer . I think a power point would be better showing what best practices exist and proven through out SVA chapters
- Positive and relevant questions were asked to the panel.

- Handouts with information on ways to help improve SVO.
- Great session. Would like a longer one with more Q&A but overall it was very helpful.
- This was more a generic "RaRa" then and actual discussion on what was working and what was not. More specific handouts revolving around how actual successes worked out would have been much more beneficial.
- The only concern I have around breakout sessions, and something I plan on speaking about at my local chapter at our upcoming meeting about next years event is that the design of the sessions seems unfortunately punishing to smaller chapters who don't have the ability to spread members out across all the breakout sessions. In this instance, I might for example have to choose between attending sessions designed to help further my chapter such as Chapter Best Practices or Chapter Leader Best Practices vs benefits, federal employment, or scholarships. Ultimately this means I can only attend a small amount of sessions and bring limited information back when everything is useful for different people. I don't have an immediate do this next time answer, but without a coordinated chapter who is financially able to send a cadre of members, it feels limiting.

Breakout Session Title: **A Blueprint for Student Veteran Success**

Breakout Attendance: 39

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.0 |
| Usefulness: | 3.9 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 3.9 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The information provided was OK, but it would have been fine to get a copy of the powerpoint slides.
- Janine Wert was a great presenter, as a fairly recent veteran, the information provided helped steer a course in which I hope to stay on. Her presentation was clear and concise with no off topic discussion that would limit the exposure to the information.
- Not sure if this breakout session was advertised as a think tank, group discussion format - if it was, I missed it in its description. I found it difficult to relate to others in my group b/c their schools were different than mine.
- I gained very useful insights regarding program planning for military students, including how best to structure peer-to-peer mentoring opportunities and the development of a zero-interest loan program for military-affiliated students. Best session I attended overall.
- I feel the length was not quite long enough. Possibly an hour and half would have been better with all the information that was shared. But over all it was very informative and useful for what I do as a Vet Corp Navigator at my school.
- This wasn't so much a Blueprint for Success as it was "This is What We Do at Our University," and much of the information was quite specific to that university, thus it lacked universal relevance. Additionally, the presenter denigrated three different populations of Veteran and breakout attendees during her presentation which significantly impacted her credibility.
- The information was useful, but ODU basically had everything that was covered already established. So I didn't get much out of it. Also I felt that it more pertained to a VSO not a SVA.
- Provide additional questions and answers time.

- Superb Class. The audio could be improved since it was hard to hear in the back. Thank you.
- Very dry & not engaging. If this topic was presented by a professional speaker, it would've helped a ton!
- I think there was some areas that could have been explored more.
- This was a great take on the pyramid of needs.
- The presentation is very helpful in providing a framework for which veterans can prioritize what truly matters.

Breakout Session Title: **Graduate Student Veterans**

Breakout Attendance: 17

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.3 |
| Usefulness: | 4.2 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Suggestions like buying an LSAT book as the only test prep suggestion... I mean come on. One of the presenters was not a veteran and her experience did align with a veteran.
- Always a favorite breakout session as I pursue law school. I learn something new every year.
- Went last year and went again this year-- clearly diversified the panelists and the questions were very well chosen! Loved the moderator!
- All of the participants were fantastic and very open and informational. This gave me great insight into the law school lifestyle and gave me a new sense of motivation.
- A more diverse representation of schools could provide a more comprehensive overview of opportunities. Representatives from the law school could also provide useful insights for perspective students.

Breakout Session Title: **How to Build Partnerships with University Leadership and Corporate Sponsors**

Breakout Attendance: 34

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.5 |
| Usefulness: | 4.4 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 4.5 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The willingness of Tulsa leadership and Phillips 66 to provide their insights was outstanding.
- Appreciate having Dr Clancey involvement with SVA as a University President.
- I'd have liked to see more than one sponsor and more than one university, but other than that, it was very helpful.
- I enjoyed this presentation and felt that the content was necessary and relevant. My only piece of feedback is that there weren't a lot of deliverables. I think this was a problem across the board in every breakout session. It's important to discuss what's working, but without tangible things that students/advisors can take back to their campus, we're losing opportunities to be successful. Lastly, one of the panel members made a very negative comment about my university, without providing any context. I found this to be incredibly unprofessional.
- This was an amazing way to educate student veterans on how to be more successful when reaching out to companies for sponsorships and financial support for veteran centers. It provided a smart and successful tips that will effectively provide a more successful environment for student veterans.
- Title was misleading as there was no talk in regard to how to build partnerships with University Leadership. Instead, it was only an attempt to talk about corporate sponsors...but nothing beyond work within your university structure to do so in order to avoid stepping on toes.
- I was hoping it would include more information on how to work with university leadership but it didn't. The information on corporate sponsors was great.
- I wish more break out sessions were like this one. It was good information on HOW to do something, not personal experiences like the most others.

- Some insight on helping smaller chapters attract sponsors through collaborating with other Chapters could be helpful.
- Overall great job.
- I thought it was good for a beginning familiarization, but I already had much of the knowledge.
- It was great to see such a great example of a strong bond between a student veteran org, the leadership of the university, and corporate partners. Tulsa is definitely an example to follow and it was a privilege to have the opportunity to learn from them.

Breakout Session Title: **Rock your resume: Best practices with Google**

Breakout Attendance: 23

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 4.2 |
| Usefulness: | 4.2 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 3.6 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Coming into the session I thought they were going to be the ones looking over our resumes not our neighbor.
- Could have shown better examples and given a link on how to find examples of good resumes when we went home.
- As not all professions have the exact same rules and structure to resumes, there may be an opportunity to split sessions... 1) business/ admin/ social work 2) Engineering / STEM 3) DoD, Gov't contractor etc...
- Great job at working with the variety of individuals that attended the breakout session.
- Rude.
- Well done. I liked how the presenters took control of a rowdy room.
- I think it was a well ran but ran more to the google side of things. They pretty much did it if you were going to apply for google.
- Keep up the great work.
- The Q n A featured a tense exchange about censorship and political correctness in the workplace.

Breakout Session Title: **Chapter Career Development: Leveraging LinkedIn to Get A head**

Breakout Attendance: 15

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.5 |
| Usefulness: | 4.6 |
| Presentation: | 4.6 |
| Discussion / Q&A: | 4.4 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- solid presentation. Could have used a little more practical information. How to utilize it with examples but overall solid.
- This was easily the best presentation of the entire convention for me.
- One of the most useful presentations I attended, there was a guest professional who was also a veteran. She was relatable and knowledgeable. I preferred this over the panels with current sva students.
- The overview of how to use LinkedIn was good. I would hope that most folks are familiar with the basic functions of the site. Maybe expand the topics a bit more to include premium features?
- Keep up the great work!

Breakout Session Title: **Addressing Toxic Behavior at the Chapter Level: Leading Through Conflict to Advance Diversity & Inclusion**

Breakout Attendance: 27

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 3.9 |
| Length: | 3.1 |
| Usefulness: | 3.4 |
| Presentation: | 3.3 |
| Discussion / Q&A: | 3.5 |
| Overall: | 3.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- IT problems harmed the utility of this session.
- Good opportunities, but didn't really dig into how chapters, organizations, or individuals can work through conflict. It also didn't recognize that conflict is not always a bad thing.
- Spent too much time on the story and not enough on HOW to address these issues.
- I was looking to learn more about how to address Toxic Behavior, but the majority of the time was focused on poor communication being the cause. In the last few minutes a bunch of resources were rattled off. The discussion would have been more useful if it focused on the resolution instead of the cause.
- Although this is not the fault of the presenter, the technical glitches experienced were very distracting and it made it more difficult to follow the presentation. I recommend doing a test run before the first sessions to hash out any issues before the attendees arrive.
- There were technical difficulties the presenter had no control over. Other than that the content was good but it was short because the power point was not work and it delayed the session.
- The presenters were well-intentioned, but needed to have rehearsed and obtained feedback prior to attempting their presentation. Presenters did NOT address the topic, i.e., toxic behavior at the chapter level. What happened was boring, irrelevant, off-topic, and failed to deliver.
- Needed more time.
- This presentation needed additional time for further discussion and Q&A.
- Topic is very relevant, technology issues prevented session from being what it could be. Time was lost and presenters seemed thrown off by technology issues.

- It essentially boiled down to active listening. The class started late due to technical difficulties then the woman ignored me every time I raised my hand to answer something and pick on another person. This topic was rushed through and I don't feel I learned anything other than use active listening and don't assume.
- I was expecting more of a "how to" session, I didn't come away from the session with much useful knowledge.
- The session started late, so it felt like it was rushed a little bit. It probably would have been better if they had the full time they were allotted.
- The talk was not prepared and the speaker was late.
- There was not enough time allowed for the presentation.
- I would have liked to have had more of a question and answer portion.
- lots of tech problems and un-useful exercises and then ran out of time.

Breakout Session Title: **Women in the Military: Understanding Women's Contributions to National Service and Post-Service Civilian Life**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.2 |
| Usefulness: | 4.0 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The attendees in the room were very actively asking questions and giving feedback. As a female veteran myself, it often feels that because only a few sessions are dedicated to women in service or women veterans that we find ourselves wanting to engage at a great rate. I know that this can sometimes interrupt the speaker to the point of them not completing their full presentations. So, my suggestion would be that either more sessions be held that are specific to women veterans or that more time is allotted for those sessions.
- It was mainly just a bunch of research data....good data but not a lot of useful discussion concerning the topic.
- I appreciated the demographics that was shared and the large group discussion that was had at this breakout session. I was hoping for more ideas on how to better engage female veterans on our campus.
- Presenter had many data to support her claims as well as allowing room for the audience to connect/ discuss if their experiences were similar to what was being said.
- Would be great to see more sessions about women experiences
- More time!
- This was a statistics driven presentation which may be useful for researchers, but is less useful on a club level. I was pleased that the topic was getting attention and thought the information was great but it's really all at an O level. I would say it was more descriptive than prescriptive. The ladder is what I'd hoped for. I also think that there was a missed opportunity in expressing why this is important. Most schools are actively pushing diversity and trying to moving away from toxic masculine cultures. Being inclusive is not only decent and shows appreciation for people who served, but

it's the way forward. Clubs who don't embrace this will eventually struggle as they are challenged to find support within administrations.

- As a female veteran, I felt that this breakout session was used more for female veterans to talk about how suppressed they are and then to continue on and tell everyone how awesome they are. I didn't find it useful and the presenter did everything she could to keep people on track, but it was honestly ruined by people in the audience. Which is not something that can be controlled at all.
- I loved this presentation. It focused on the contributions, but the discussion also touched on the lack of recognition women veterans receive on a daily basis. It made me feel less alone.
- I may be biased I'm not really into women demanding to get treated the same. I just earned the respect of my fellow sailors instead.
- More time would be nice so I can learn more from this speaker.
- I felt it was more of a complaint session more than informative.
- The conversations seemed less productive, didn't seem to actually ask questions, and went toward personal experience and group therapy rather than research relevant topics. The presentation and study was excellent. I'd love more topics about "how to be an ally" where we move beyond recognizing women's contributions, and into application of workplace practices that ensure women are given the credit deserved, grace deserved (as men are able to mess up but women are defined by it), and so on.
- It was great also she posted the presentation online for us to share on our campus.

Breakout Session Title: **Veterans Benefits Overview**

Breakout Attendance: 25

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 3.7 |
| Usefulness: | 4.3 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Very good session. Important to hear directly from folks working with the VA Benefits.
- The info has been out for a while, and a informed Veteran will already know this. When VA answered my questions, they gave me the run around and kept giving me national averages. which I feel they are not accurate.
- Very informative session about resources available to veterans & their families offered by the VBA. Glad they had a session solely dedicated to Chpt 31 VR&E benefits because of challenges veterans have faced when applying & navigating through that program. Will be sharing information presented with fellow veterans in my VFW & American Legion posts, as well as with Post 9/11 organizations I am part of.
- More time - suggest something like this in panel style for the main session.
- Wish this would have been longer.

Breakout Session Title: **Networking: Getting Comfortable with Being Uncomfortable**

Breakout Attendance: 47

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.4 |
| Usefulness: | 4.4 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.3 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Room was overly crowded, and it was really hard to hear and got very hot in the room. Overall I enjoyed the presentation.
- The presenters were really uncomfortable presenting and didn't seem confident in the subject they were teaching.
- I learned a lot.
- There was a little too much discussion among the attendees. We had to get up and "network", which normally wouldn't be so bad, but the room was a little too small and crowded for that. It made for a very noisy and cramped environment. Besides that, I loved the rest of the presentation!
- The session was really exciting and I loved how interactive the presenters were with the crowd. I also enjoyed how they made us interact with one another.
- Overall, great presentation. Very dynamic presenters. They just needed a bigger room to be able to do their activities without it getting so loud and disturbing the neighboring presentations.
- Rose and Josh really brought the energy. Josh had me wanting to go and start talking to random people. Which I did. It did get a little rowdy and we disturbed other sessions. I don't believe the noise level was a bad thing, we were getting to know each other. Maybe this break out should be held away from the rest, if possible.
- needed more space.
- Maybe put it in a sound proof room. You can't have a networking exercise without noise.
- The two people who led this were knowledgeable and did an amazing job of showing and telling what was good and bad in as it related to the topic. The room was too small for the activities that we did.

- Large attendance did make the exercises difficult to complete, as the room was too full.
- The presenters had good energy, the presentation had great information, overall it was part of what I needed to do better at networking and make better use of mine and other peoples time while at the conference.
- As someone who struggles with social settings and putting myself out there, that session was extremely overwhelming and should have included was to help people deal with social settings instead of having them shake hands with everyone in an overly crowded room.
- Felt like a common- sense approach to networking.
- First 15 minutes was decent, after that the presenters lost control of the audience.
- The exercises weren't very helpful. we walked around the room and exchanged handshakes with every person in the room...unrealistic scenarios.
- This session was packed and everyone was very engaged. There were over 160 people registered for this session but the room had posted capacity of 68. There were over 30 people in the session without chairs to sit on.

Part 2: breakout sessions on Friday 2:45 pm - 3:45 pm

Breakout Session Title: **The Sea of Goodwill: Veteran Support Beyond the Federal Sector**

Breakout Attendance: 29

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 3.5 |
| Usefulness: | 3.6 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 3.5 |
| Overall: | 3.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Felt that the info was poor, they kept talking about the big 5 VSO and how much money is given to them. We are a Large VSO but small chapters.
- Unfortunately the presenter read from a powerpoint the entire time, there were a lot of statistics, and there wasn't any real life to the presentation.
- Room was way to small.
- Presenter really just read from her notes the entire time. Not really sure the usefulness of the topic.
- The presentation was quantitative data heavy. It was a bit confusing to follow along with the presentation. Very few questions from the audience were fully answered by the presenter.
- For a session reviewing a study it was done pretty well.
- Very informative.
- Great topic and knowledgeable presenter. The studies were provided at the end, but there didn't seem to be enough for everyone, not to mention the fact that they were probably not a very easy read. Could use a compiled, brief pamphlet explaining some of the additional options to veterans out there. Overall pretty good.
- The information Kayla (CNAS) presented is incredibly useful. This session could easily be twice as long to allow for more in depth data discovery and Q&A. Would be great to go deeper into the data on Veterans in higher ed.

- Based on the title I was expecting to find out resources vets could use that they might not know about but instead, the first 20 minutes were presenting research that was kind of common sense which was not useful. I left early and was not the only one.
- I was a bit surprised at this presentation. There was a lot of information provided. I'm not sure how to improve this except to maybe provide more usability options, i.e. websites to follow up with.
- This was one of my favorite presentations. The information is very useful and I have already used the website to look up different veteran benefits in my own state. I hope our orientation presenter at our school will add this into their presentation because it is something everyone needs to know about!
- I thought this was a great topic, however, there was a lot of information and I felt it was very wordy throughout the presentation.
- Very high detailed presentation that was only for a specific audience. This is an advanced presentation that needs a lead-in prior to attending.
- Presenter just read results of a study. Speed of presentation was a bit quick for the amount of information presented.
- this topic needed to be a double period and would have scored much higher as it need double the time to explain services and allow time for Q&A.

Breakout Session Title: **Easing the Transition After a School Closes**

Breakout Attendance: 7

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 4.1 |
| Usefulness: | 4.0 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

Breakout Session Title: **Using the GI Bill to Build Your Future**

Breakout Attendance: 15

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.1 |
| Usefulness: | 4.3 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Overall good session and a great follow-up to the easier session on general benefits as this one focused on the educational side.
- The presentation was great in its over all capacity to provide information for the Pat Tillman Foundation and what they offer but felt that it did not cover what was conveyed with the title in an over arching manner.
- I learned a lot.
- As an SCO, I wasn't expecting it to be as statistical as it was. I was hoping for more in-depth information.
- Great presentation and information regarding the GI Bill.

Breakout Session Title: **Student Leader Best Practices**

Breakout Attendance: 63

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|------|
| Topic: | 4.5 |
| Length: | 4.25 |
| Usefulness: | 4.1 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Could use more time to explore the difficulties for chapters and ways to solve them.
- I did not prefer the panels that had current SVA students. Maybe some higher up professionals in the workplace.
- Was kind of a sit and listen to people brag session. Would have preferred something like a list of leader qualities and then examples.
- This was a helpful session and important for new and experienced student leaders.
- I was one of the three panelists. It was great public speaking and networking event for me. I was able to provide my best traits and here feedback from others. I would love to be on a panel next year.
- Moderator had good questions, but panelists were too experienced and unprepared to provide any useful guidance beyond the obvious advice. Difficult to discern any 'best practices.' Panelists need to be vetted, i.e., these can't be the 'best student leaders.'
- It seemed like the panel hadn't seen the questions beforehand (causing them to stumble over their words & give advice that sometimes didn't seem well thought out).
- This was very helpful because it allowed student leaders particularly to help fellow leaders that are going through a lot of the same struggles within their SVA chapters.
- I actually attended the Chapter Strategic planning consultations but it wasn't listed. It wasn't a consultation and more so connecting business practices to forming a plan. but doesn't really go into depth, presenters came late.
- Justin Fulp and the other presenters did a great job at discussing relevant leadership practices.
- Handout on highlight about session.
- Participated in the panel, thank you for the opportunity!

- I didn't draw very much useful information regarding how to improve my practices. I feel it would've been better to have more of a lecture, rather than several speakers answering questions of their own.
- Very basic and felt more like a commercial for the companies attending.
- There should have been actual Student leader leading this discussion with actual experiences that they have struggled though instead of another motivational discussion. The people on the board only provided very vague answers.
- It was nice but wasn't very useful for me because I didn't learn anything that would apply to me or my chapter. I was expecting the speakers to talk to me about common strategies that chapters nationwide use, not the leaders from 3 colleges did. They were great, just not relevant to me.
- As a new Chapter Leader who took over shortly before NatCon, this was an invaluable session. Hearing that other chapters have similar issues and also hearing from them how they are attempting to solve them gave me a plethora of great ideas to try at my own chapter especially around increasing membership and getting greater buy-in.

Breakout Session Title: **Bicker, Moan, Take Out a Loan: Financial Survival Skills for Graduate Student Veterans and How Campus Administrators and the Workforce.**

Breakout Attendance: 12

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.1 |
| Usefulness: | 3.2 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 3.4 |
| Overall: | 3.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The presentation was very well however it could have been better planned out.
- The title was (according to the presenters) deliberately misleading; not enough new information about how to fund graduate coursework was presented.
- This sessions wasn't helpful. The presenters did not even discuss financial survival skills. The discussion was mostly on the personal experiences and how much debt they are in. Very disappointed.
- Great topic, fun exercise, really helped me see that there are ways to pay for graduate school and not to judge a book by its cover.
- This information was nothing new, I thought there would be better outlooks on how to pay for grad school. The only thing they talked about were loans and work study options.
- It was an excellent presentation.

Breakout Session Title: **Disability Services Liaison: DSL Implementation**

Breakout Attendance: 17

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 3.7 |
| Usefulness: | 4.0 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.8 |
| Overall: | 3.8 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Would have been helpful to see some of the SVA DSL training and be provided with the links to find the training.
- Great information that any institution can use to improve or develop a program.
- While I understand that last minute changes had to be made, the presenter was clearly not prepared for the topic. When concerns were highlighted about this being a VA Work Study Position, there was no one present that could answer the questions. Additionally, there was no information specifically on where the training is located, what it entails, or how it will be implemented for all.
- The presenters did a good considering they got plopped into someone else's presentation. I gained some good info.
- I thought it had a lot of good information.
- Provide more insight on who uses this and not just why it's important.

Breakout Session Title: **Stories of Success Using VocRehab Education Benefits**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.2 |
| Usefulness: | 4.0 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The session focused on individual experiences which are difficult to generalize. Most attendees were concerned with how criteria would apply to them and their case. Including an actual VA VOC REHAB Counselor would have been extremely helpful as they can give many more examples of various student cases they have worked with.
- I recalled that Voc Rehab could help with a small business, but it was good to hear to be reassured.
- Very uncomfortable, the presenters did not seem to have the correct information and were corrected by a person in the audience.
- In depth discussion on challenges and opportunities to make connections with those who have used or are using voc rehab when you haven't thought of or started using the benefit yet.
- Did not address the pitfalls associated with using Chapter 31. The presenter only gave assumptions not connected facts relating to laws and regulations that govern the program. This breakout session could have published on the Discussion board.
- Might be beneficial to have some voc rehab professionals explain what it is they actually do.
- Good panelist. Jae spoke very well to his experience. I'd add more diversity to the panel in the future.
- Have people who have completed their course studies with Voc Rehab, only one person on the panel had finished, the others had jobs already but were still using their benefits and going to school.
- The feedback from those who have used and are going through the process with VocRehab made it much easier to understand the process and how to be successful. Also to be able to comprehend that not every case is the same or will it have the same outcome. This session is definitely needed and should be offered all three days.

Especially because many veterans are going through the process. It also helped that there was actual counselors there.

Breakout Session Title: **Cracking the Code: Understanding Federal Employment in the 21st Century**

Breakout Attendance: 39

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.1 |
| Usefulness: | 4.0 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 3.9 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- This was well done - a fairly esoteric topic that was demystified adequately.
- Having direct access to specialists from the Office of Personnel Management was a rare opportunity and it provided excellent insights into federal hiring.
- Good information, good presentation, recommend keeping each year
- Not a single thing about Federal Employment! It was all about the Pat Tilman Scholarship. A deceitful waste of time.
- The presentation was not great and information was lacking on how to apply to federal employment. Instead the presenter focused on how injured vets or widows could get benefits which is not what the title implied.
- Instructor should answer questions of very specific cases at the end of class and continue with class to prevent delays or lack of interest. Overall the class was great.
- I wish there were handouts we could have taken with us but I'm sure that would have consumed resources they weren't prepared to distribute.
- Followed instructions on the signage, entered room, presenter was not the one intended, left room, room signage had changed. Very disconcerting.
- I would have liked to have more information on how to successfully navigate and complete a resume that can make it through the first "checks" and make it to the interview phase of the process.
- Overall it was very useful, but some of the questions from the crowd took away from the discussion.
- The room was too small, for those who attended.
- I found the session to be very informative and meet others in the session who were very knowledgeable about the federal government jobs as well.

- As someone whoâ\x80\x99s tried to get into federal employee for 7 years. This did not help crack the code. It was clear that even if you apply to a job and get into the extremely qualified box. The hiring manager doesn't have to look at your resume if they know someone in the pot. How can we change this ? They should have to interview all candidates or at the very least the veterans hiring initiative should work to insure that veterans preference means you are interviewed. A chance to not just be words on the page.
- Would have been nice to have representatives present from multiple sectors to better service the diversity of degrees and interests within the community.

Breakout Session Title: **Uniting and Empowering Remarkable Student Veterans: Using Scholarships to Supplement Your GI Bill**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|------|
| Topic: | 4.1 |
| Length: | 4.0 |
| Usefulness: | 3.55 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 4.0 |
| Overall: | 3.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- It was perhaps too focused on Tillman exclusively, which was confusing since the title made it sound like it was about scholarships more generally.
- I thought this topic would be more general. I found it to be specific about the Pat Tillman Scholarship.
- The topic appeared to be somewhat misleading. It was primarily about the Pat Tillman Scholarship rather than "scholarships" as used in the heading.
- I was a panelist for this session.
- I expected this to be about the topic at hand not an advertisement and Q&A for the Pat Tillman Scholar Award.
- The title was a bit misleading in that this was a session about the Tillman Foundation Scholarship and only that scholarship. It was a very good session albeit it one-dimensional given the title
- Keep up the great work!
- This should have been billed as the "How to apply for the Tillman Scholarship" as that's all that was discussed. Good info if that's what you were only interested in...but otherwise a waste of time.
- Include a university scholarship adviser on the panel in addition to scholars to ensure that accurate information can be shared and to give another side of insight into applying,.
- I wish it would have been about more than one program.
- This was specifically a lengthy plug for the Pat Tillman scholarship. Great scholarship, but they are extremely limited in acceptance... was hoping to hear about various scholarships available to veterans. The disingenuous name of this session kept me

from experiencing a useful session. They presented their material well and had a great panel, but focused solely on The Pat Tillman scholarship.

- I thought it was only ok because they only focused on one scholarship and didnt really give any useful tips on how to go about finding scholarships or writing answers asked by different types of scholarships.
- Was solely about the Pat Tilman Foundation, and did not elaborate on any other sort of scholarships available to students. It would have been more helpful/useful if they eluded to a more diverse amount of scholarships available to student veterans.
- Topic sounded good, but poor execution. There wasn't much relevant information.

Breakout Session Title: **It's a Spectrum: Capturing the Experiences of LGBTQ Service Members and Veterans.**

Breakout Attendance: 16

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.4 |
| Usefulness: | 3.6 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- I didn't really see the connection to current student veteran issues or needs.
- Important topic, but it lacked in audience takeaways.
- Accommodations! Room was overflowing & folks were standing & sitting on the floor to hear presenters & ask questions. I was one of the members of the panel discussion, & am glad that SVA had this type of breakout session recognizing the diversity & being more inclusive of the spectrum that encompasses the Veteran community. Definitely would like this panel (or something similar) in future SVA Nat Cons!
- Christine Black did an amazing job moderating the session. I could have listened to her speak for the whole session. I felt the session could have been better focused or maybe tighter questions, it wasn't as good of a session as I wanted it to be.
- My perspective is skewed I grew up in the SF bayarea, so I felt like this was a bit more of a heads up to club leaders that LGTBQ veterans exist. I think it was great exposure for people who have little or no contact with these groups. I also think that there was a missed opportunity in expressing why this is important. Most schools are actively pushing diversity and trying to moving away from toxic masculine cultures being inclusive is not only decent, but it's the way forward. Clubs who don't embrace this will eventually struggle as they are challenged to find support with in administrations.
- Can we have more panels like this!!
- I understood LGBTQ+ individuals had many hardships regarding their active duty and veteran status but I learned that they have the same problems as everyone else but are generally ignored as they are "outside the norm". All panel speakers provided useful anecdotes regarding their experiences in and out of service.

- The panel consisted of people who identified at Lesbian and or transgender people. There was nobody who identified as Gay or Bisexual so there was not a good representation of the LGBTQ community. This panel did not represent the experiences of the LGBTQ veterans.
- Needs more of these kind of breakouts.

Part 3 breakout sessions on Saturday 9:30 am – 10:30 am

Breakout Session Title: **Strategies for Veteran Well-Being**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.1 |
| Length: | 4.0 |
| Usefulness: | 3.8 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.2 |
| Overall: | 3.9 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Was mostly an advertisement for their MVP program, not useful information.
- the MVP organization is amazing and I wish it was available across the country.
- topics like this should always be longer in my opinion.
- The Merging Vets and Players team were excellent. I would love to see them come back with members sitting on the panel and sharing their experiences and gains from the program rather than board members and analysts who assessed the program.
- The information was presented well on the display however the presentation could have been a little more confident and fluid.
- Wish this would have been another hour.
- The presentation was a great discussion on what MVP does, and how well they are doing. Unfortunately, it is limited in scope and not applicable to cities that don't have an NFL team with participating members.
- This session's description did not meet my expectations but it was a good presentation. I would not have gone to this session if I knew MVP was only available in a few large cities now and in the foreseeable future since I don't live near LA, Las Vegas, Chicago, NYC, or Atlanta.
- It was outstanding.
- MVP discussion was excellent, but unfortunately, not relevant for non-major sport city. Only applies to LA, LV, Chicago and Atlanta.
- I was hoping the session would cover strategies ALL student veterans can practice for well-being. Instead, the breakout session was about one organization that operates in

a handful of cities, and how they're making an impact with their veterans. I'm glad they're making a difference, but I think everyone there wanted to learn what they can do as individuals on a day-to-day basis in order to improve their quality of life.

- Great breakout. Presenters were prepared and engaging.
- The program discussed is only for areas that have NFL teams we come from a smaller state so it does not apply to us.
- Kirstie Ennis is INCREDIBLE.
- I thought I would learn about how veterans could cope better with daily life, but they just turned me to this organization.
- It seemed very specific regarding methodologies. While the methods were good, it did not encourage a lot of growth.

Breakout Session Title: **Fundraising in Higher Education for Student Veterans**

Breakout Attendance: 53

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.1 |
| Usefulness: | 3.9 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 3.9 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- It was a great session... Standing room, it could have housed more participants. I would highly recommend to have it at the SVA NatCon 2021.
- My only wish was that the panelist from Colorado State University addressed how he fully funded 27 students to go to the conference, at no cost to the college.
- Lot of potential but disappointed with the execution. Too many tangents and never really provided answers.
- This wasn't even about fundraising. All the did for an hour was talk about corporate sponsorship.
- This was a discussion focused more on receiving crazy amounts of money that isn't reasonable for the student level. This is beneficial for faculty/staff but not us students trying to afford attending NATCON.
- Should have been in a much bigger room.
- room size was poor. seating for 40 and 80 were in the room.
- Great presentation, but room was too small.
- Great insight into how to leverage the data on student Veterans when approaching sponsors/donors.
- Considering the sessions I went to last year and this year at NatCon this was by far the very best session I had heard of or attended. Some sort of breakout like this needs to be a regular session at every NatCon.
- It focused on the corporate side of fundraising and they didn't touch any area of topics for fundraising among student veterans.
- Glad that there was a broad section of panelists representing different types of institutions.
- Limited diversity on panel. All school represented were public institutions. Where are the private schools?

- there need to be more how-to presentations.
- Extremely useful. I loved hearing how those colleges are fundraising.
- The room was too small for the number of people who wanted to attend. You could not see the panelists. The topics covered for most of the session pertained to large campuses with well developed fundraising; not enough practical advice for those who are just getting started.
- One of the best sessions I attended. Very informative.
- A huge part of this presentation was corporate fundraising, which for a lot of schools isn't a plausible option due to a small veteran/ military affiliated population and lack of man power.
- Speakers did a decent job of conveying useful information...but didn't deliver on all topics they introduced at beginning. Specifically, how to get Student Vets funded to attend NATCON.
- It was great to hear what other schools have done to raise money. I hope that I can take their practices and expand the number of attendees from my school at the next NatCon.
- N/A no slides
- Could have double the time allotted for this session!
- Could have used one of the bigger rooms. Is there a way to do back to back sessions this one needed more time due to the number of panelists and their feedback.?
- Wished they would have provided more of an outline on how to approach companies about donations.
- The room was extremely overcrowded people were sitting on the floor and standing. There was not enough time for questions. The speakers were very vague and providing clear sources.
- Incredible presentation - top notch. I am hoping to use several of the funding sources in the future.
- Too Many Speakers in a short amount of time. Room was too small for the session turnout.
- I expected this to be centered on the student organization chapter level, but this was centered on the university staffed organization level. We are a chapter who doesn't get money from donors because we are a student organization. This was a big let down.

Breakout Session Title: **How Key Decision Points Affect Student Veterans' Education Life Cycle Outcomes**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 4.2 |
| Usefulness: | 4.1 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- The main speakers did not seem well-prepared and the number of "ums" and "ahs" were distracting. It would have been interesting to learn more about the implications of the data gathered, and what the data tells us about student veterans and how to improve their experiences.
- I was really impressed with the usefulness of this innovative project. Especially the future possibilities. Nicely done.
- This was by far my favorite presentation! Dr. Chris "The Guru" Cate and his protege Chad executed flawlessly. In short, when I grow up, I want to be Dr. Cate, PhD - not to be confused w/ ABPD.
- Would appreciate having access to the PowerPoint information presented after the session.
- The information presented was very interesting, but I was hoping to have a little more discussion on how we as an office can implement this data to assist our students.
- The presenters bounced around the topic, seemed disjointed at times. I took away a few useful nuggets of information, but mostly, nothing new or groundbreaking.
- It is a really useful tool to use when trying to figure out people's transition stories and showing new student veterans other people's transition paths.
- Presentation was good, but delivery was choppy.
- Interesting data on the many paths veterans can take.
- I loved this presentation and would like to see more data on this.
- If we are going to have these discussions, they cannot be all fluff and fun. Let's talk about real key decisions that are really being made like, the decisions that make us Felons, Homeless, Penniless and Dead. 10% of Veterans returning from war get arrested. The research is incomplete and needs work before being presented again.

- The only critique is that there was not enough time for a deep Q and A.
- As mentioned during my Q/A I would like to see this research adapt to include the many serve members who join without a high school diploma.

Breakout Session Title: **Veteran Service Organizations: A Legacy of Service**

Breakout Attendance: 19

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 3.8 |
| Usefulness: | 4.4 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 3.6 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Not enough time for audience questions. Low diversity of panelists.
- More time for Q&A needed. Would like to have seen the Post 9/11 vet organizations (The Travis Manion Foundation, The Mission Continues, Team RWB, WWP, Team Rubicon) also have their own break out session OR in collaboration with this breakout to show what these orgs have to offer to the veteran community. Very informative & shed some light on how the legacy VSOs are working with SVA to be more inclusive, & how the legacy VSOs are addressing the issue of membership decline due to aging/demise of members.
- I appreciated each VSO sending a representative to tell us the history of their organization. Each org discussed how diverse their demographics were but all of the panelists were male, excluding the one female liaison (not a direct representative of a VSO. I was hoping to learn about what each org offered, in addition to their history and what contributions each has made.
- Interesting panel. Learned about different organizations and why they are important. The one person who got to ask a question was a jerk, so that was a bummer and I felt sorry for the panel.
- I enjoyed hearing about the different organizations.
- This one is interesting for the folks that do not know about all of the SVO's that are available to them.
- Need more time to discuss the veterans issues of concern to all the organizations and veterans. Could use more on issues other than school, employment, advancement.
- It was good to learn about the different VSO's and what they push for. It was definitely helpful and made me look at opportunities involving VSO's.
- Could have used more time

- I really liked this breakout session because I do not know a lot about the different VSO's that are available for us to be a part of. I brought back all this information to my school and we are now trying to reach out to the different VSO chapters in our area to become more involved with them.
- This topic required a double period to facilitate further information and allow for Q&A.

Breakout Session Title: **From Military to Media: How Veterans Applied Skills from Military Service to a Career in Media**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.3 |
| Usefulness: | 4.1 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 3.3 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- It was inspiring to hear how other veterans got to where they are currently in their career and gave me motivation to step out of the box and learn something new.
- The feedback from the panel was useful and interesting as it pertained to me as someone who will be looking for a job soon, possibly in the media field.
- Why were there no women or members of the LGBT+ community outside of the moderator? It was a mostly white, straight, and male panel.
- I liked hearing the multi faceted stories of perseverance that led the speakers to gain careers in the media with the Disney Company. Demonstrating networking skills and knowing when to "take your shot" with an Idea, once on the job.
- I loved the presentation because different angles of media being used from our service was demonstrated. The relief of life was not dependent on us giving an opinion or making a decision in media and we are able demonstrate knowledge of our service and military action!

Breakout Session Title: **Women Veterans: Never Invisible, Always Serving**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.9 |
| Length: | 4.5 |
| Usefulness: | 4.8 |
| Presentation: | 4.9 |
| Discussion / Q&A: | 4.8 |
| Overall: | 4.9 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Amazing presentation!
- Speaker was brilliant! Extremely powerful women speaker, this woman made me want to do better and to be better. She was extremely encouraging and motivating. 10/10 would recommend again.
- This presentation really helped me (being a navy spouse who holds the minority veterans officer for my school's organization) have a better understanding of the things women face while serving and the battles they have overcome to get where they are today.
- Outstanding presentation - could have used more time because there was such great conversations in the room.
- MORE TIME!
- Great job presenting!
- This session was outstanding. I have been to many presentations on Women Veterans and on veterans & diversity topics in general, this session was the best one I have ever seen. Linda Hinkle did an amazing job. In fact, we are already working on getting her to come speak on our campus in March.
- Wish it could have been longer.
- This was the talk I was hoping to hear. I wanted to know how best to help support and ally with female veterans. Great session. Topics like this are what are going to drive veterans clubs into being thriving entities on campus rather than struggling groups in the shadows. Having a diverse veteran's group is also engaging and beneficial to the country as a whole. Changing the image in the public discourse is the best kind of PR for the military and veterans. Most of the kids they meet in college will have very limited engagement with veterans in the future, so it's critical to make that bridge and allow other people to see themselves in veteran communities. Last time I checked

51% of the country was female, so maybe it would be a good idea to honor women's service more than appears to be the current norm. For the record I am not female, but thank you so much for putting this on. I think its so much more important that another talk about the mechanics of the SVA. Also thank you to the presenter, you did a wonderful job of both presenting and fostering discussion. I have a lot to take back to my club.

- The Speaker & the topic was Outstanding! I wish the duration was longer, and I wish everyone in the conference could've heard it. As a male, I strongly believe this Speaker & topic needs to be brought back for 2021.
- Linda Hinkle was absolutely wonderful!!
- I absolutely loved this. It was so empowering to have another female veteran to look up to that was really trying to make a difference for other female veterans.
- Linda was a dynamic speaker, drew in the audience, connected and made info relevant.
- loved this. I actually came because the original panel I wanted to be in was full. I didn't expect a lot of great information in this class and appreciate how available the presenter was to share this information.
- Linda Hinkle was an exceptional presenter - informative, insightful. Her experience and research is relevant today. Definitely include her and her topic in next year's NATCON.
- Linda Hinkle was absolutely amazing. Her entire presentation was extremely informative, relevant, and empowering. This was my favorite breakout session of the day and allowed me to take away incredible, useful information.
- Very empowering presentation with lots of facts and truths.
- Amazing
- This was one of my favorite sessions that I went to over the weekend, she had such passion a wealth of knowledge and a willingness to ensure that anyone that reached out to her to get more ideas to figure out how to grow the women veterans at any college would have her attention and as much help as she could offer.
- Linda Henkel is amazing and very inspiring. I would attend any presentation she gives in the future.
- OMG this woman killed it! You have to bring Linda Hinkle back next year. She has so much good energy, resources, and motivation to share.
- She was very in tune with the subject matter and also at the very end had quite a twist.
- Hands down the best breakout session that I went to all weekend long. Phenomenal speaker and presentation.
- Please invite her back again.
- Linda Hinkle is by far, one of the best speakers I have ever heard on this topic. She is honest and brings that raw experience to her listeners. Myself and the entire audience were truly touched by her words, as she finished her dialogue, everyone in the room went up to thank her and grab a business card. She is an amazing speaker.

Breakout Session Title: **Empowering Policy for Student Veterans: 2020 and Beyond**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 3.9 |
| Usefulness: | 4.1 |
| Presentation: | 3.7 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- This session could use some time at the end for all of the discussion leaders to share the important points from their table's discussion. Otherwise excellent and informative.
- I arrived late and sat down at the Voc rehab table. I have no personal experience with voc rehab so I really sat there listening to what issues others have had with it.
- Having the opportunity to discuss policy concerns and priorities with VSOs was very helpful in providing an outlook for future challenges and services.
- I didn't realize this was entirely discussion of topics related to policy rather than instruction on that policy. If I would have realized, I would have been more prepared to discuss, however it was nice to express some of my concerns about specific policies and know they will be heard. This could be an "A and B" breakout where the first half is a presentation and the second is discussion.
- This is always a great way for student veterans to have their ideas heard by the SVA staff, which can then be advocated for on the Hill.
- It was disappointing that as an attendee I was only able to discuss one topic when every topic was impactful for the future of Student Veterans. Additionally, the "table monitor" did not help steer the conversation in a way that was beneficial for all. One person was able to completely derail the conversation everytime they spoke, would interrupt and not listen to others, and would not allow the conversation to move from the one aspect that they wanted to talk about. Because of this, I found it to be a waste of time and poorly executed although the pretense of what the goal should have been was excellent.
- This session is critical for the future of SVA in supporting our student veterans. Would be useful to have a presentation on current legislative initiatives prior to discussing challenges and potential new initiatives.

- Poorly organized breakout session. No control over the audience trying to push their own personal agenda. No meaningful conversation.
- This breakout was labeled as fundamental, however it was not. Because the topic was on policy, the discussions quickly were dominated by individuals with loads of experience and knowledge on the subject. This domination in the discussions was exasperated by the differing locations of the individuals with the experience and knowledge. The discussions tended to be focused on local and state policies of the individuals speaking. The effectiveness of school and state policies are important, potentially vital to our organizations. Yet the necessity of this breakout seemed to be lost when an individual experienced in policies in Texas controls the conversation; this had little to no help for my small school in West Virginia. This breakout could be improved by changing the level to intermediate or advanced or providing moderators who can better control the topics to be more inclusive.
- Format was useful, however left early due to no new information and used the time to network.
- These think tank style sessions are fantastic. I just wish they were a little longer.
- This breakout was just sitting down and giving feedback to different organizations. While this may not have been a bad idea, it seemed as if this would have been a breakout on policy in the works, rather than asking for ideas for policy.
- This could be a longer session (or two sessions?) But was very very helpful! Loved the 3 policy makers at the miscellaneous table!
- Great session.

Breakout Session Title: **Student Leader Best Practices**

Breakout Attendance: 20

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 3.8 |
| Usefulness: | 3.7 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.6 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- Didn't seem like there was much in the way of preparation.
- Student leader feedback is the most powerful part of NatCon for other student leaders.

Breakout Session Title: **Graduate Student Veterans: Tomorrow's Leaders in Business**

Breakout Attendance: 22

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.0 |
| Usefulness: | 4.0 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- This breakout was okay at best. I think there should have been more highlights of why a Veteran Graduate is a better candidate, and all the companies looking to hire Veterans.
- Although the panelist gave some good information about their experiences, not many of them were actively involved in their chapters at their graduate, which I found disappointing. As I transition to be a graduate student, I wanted to get their input on involvement and what resources graduate student veterans would need versus being an undergraduate student veteran, and they could not answer my question. I also think there should be room for panelists who are attending top 10 business schools. As student veterans we need to stop settling for schools that are convenient and easier, and reach for the stars. I think panelists who are part of Top business programs would encourage the rest of the student veteran population to reach higher as well.
- Great class overall. Well prepared and informative.
- It wasn't what I was expecting. I was more curious on different methods of funding for grad school. Not MBA specific.
- This was good to understand the importance of an MBA as a tool to transcend many disciplines.
- I would hope the presentation was more diverse in topics covering how to cater all military service, civilian education and graduate level of education into one complete package instead of success stories.
- Would like to have discussed graduate level in more detail as the focus was on undergraduate level.
- Attended as a panelist and don't want to skew results of participants.
- Great discussion for anyone considering a Master Degree.

Breakout Session Title: **The Intersecting Identities of Veterans and Disability in the Corporate Workplace**

Breakout Attendance: 9

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 3.7 |
| Length: | 3.6 |
| Usefulness: | 3.3 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.6 |
| Overall: | 3.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below.

- 'This man represents my university and did not contact the VSO once. He had NO DATA to back up his claims.
- Topic was slanted more heavily toward recruitment processes than I'd expected.
- Too many panel members and very broad. There was no true discussion on how intersecting identities matter. This panel had too many audiences - corporate leaders, student veterans, hiring managers, and nonprofits. Recommend being more specific around topics and outcomes for panels like this.
- I liked how we heard from both sides of "corporate America" regarding disabled veterans and how we should self-identify. Hearing what veterans in corporations and the non veterans that generally oversee them had to say from their perspectives helped me understand that self identifying as soon as possible is best.
- Found this session useful in thinking about the disabled veteran/employer relationship and how to navigate discussing disabilities.

Breakout Session Title: **Take Command of Your Personal Brand: Discover, design and deploy your next career strategy**

Breakout Attendance: 44

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.8 |
| Length: | 4.6 |
| Usefulness: | 4.6 |
| Presentation: | 4.7 |
| Discussion / Q&A: | 4.5 |
| Overall: | 4.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Leave more discussion time.
- More time was needed and a larger space. Ran long w/o a real opportunity for Q/A. Great presenter.
- I was unable to attend because the room was already full 10 minutes for the breakout started.
- One of my favorite presentations - great topic, well delivered, very informative.
- Very useful and relevant topic.
- Lida provided good, useful feedback and ways to improve career strategy.
- I had no issues with the presentation, however the presentation was a waste for me to attend due to the same material being presented at the main session Thursday.
- Not enough chairs for everyone to sit, also presentation was repeated during the main guest talk later on.
- Loved what I learned.
- I got to the breakout session a bit late and there was no room. I had to stand out in the hallway. This is a great topic and should have a larger area.
- good information well presented.
- I got so much out of this presentation that I purchased the speakers books so that I may follow up on more of her advice.
- Probably my favorite session during the convention. Would highly recommend having for next year.
- Workshop/Lab could be beneficial.
- Love Lida! I would love to see her return!
- Great session, very informative, and interactive.
- This was fantastic! My favorite breakout of the conference.

- Small room, chairs very close together. Many people had to stand.
- I was in so much pain from standing I had to leave half way through as there was not enough seats. For the most part this was something I already understood and applied.

Breakout Session Title: **Industry Panel: Preparing Now for Your Career**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.1 |
| Length: | 4.0 |
| Usefulness: | 4.1 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- This presentation was great in informing individuals what works to get hired, the resources out there to assist in our need, and what we need to do to be excellent candidates. I believe it was Steven Blazejewski who had gave the notion that, regardless of your veteran status, we need to make the effort to be great candidates. It is not apparent until someone points it out. This session was very useful.
- Gave insight on difficult questions an employer might ask and how to get your resume ready. Overall the best breakout session I attended over the weekend.

Part 4 breakout sessions on Saturday 10:45 am – 11:45 am

Breakout Session Title: **Industry Panel: Preparing Now for Your Career**

Breakout Attendance: 12

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 3.7 |
| Length: | 4.0 |
| Usefulness: | 3.5 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.0 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I actually took Chapter Strategic Plan Consultation but that was not an option, so these rates are for the session I attended, not the one I chose.
- Reminded me that I need to research the position and company before going into an interview.
- I would have liked if the presentation was tailored more to the general audience rather than specifically to being hired at Raytheon.
- To much about company.
- it had pretty good information though a little boring at times.

Breakout Session Title: **Diversity: The Value Veterans Bring to the Workplace**

Breakout Attendance: 23

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.0 |
| Usefulness: | 3.8 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.7 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I loved how it was an all female panel of different branches, civilian careers and Ethnicities.
- It was quite all over the place could have used more in-depth examples and less experience specific to Accenture.
- Larger room was needed for this session. Left within 10 mins of start due to overcrowding of room. Topic looked interesting, but did not attend.
- Great information.
- Another session where the title was a bit misleading: not so much about the value Veterans bring to the workplace than about how to sell yourself for a job.
- I didn't really gain anything from this session. It was probably a good boost of confidence for the female veterans in the room seeing a panel full of women being moderated by another woman. I didn't really ever hear the selling points though. The individual success stories from the panel were great, and I'm glad they're all succeeding, but I would've loved to see some actual statistics about the impact veterans are making in the private sector. Maybe some testimony from Fortune 500 company representatives on the impact a veteran hiring initiative has had on their firm's performance and retention. I really wanted to walk away from this session with some cold hard facts about the title of the session, "The value veterans bring to the workplace." Instead, I walked away knowing the panelists worked hard, networked, have discipline from the military, show up on time, and are doing pretty well.
- They spent most of the time speaking on how to get a job, not how to make the work experience more inclusive. We all know what veterans bring, we are veterans. Tell us how to get a workplace more familiar with veterans.

- It hit key notes on how to do basic representation and translation of your skills. The Q and A though didn't help me at all and was very nitch. It just wasn't the robust presentation to flesh out your skills I thought It would be.
- The moderator started out by having the panel give lengthy backgrounds. Which was nice to hear, but I don't feel that i gained much knowledge of the Value Veterans Bring to the Workplace. I feel that the moderator was more focused on how successful the panel has been rather than how to make the workplace diverse and successful.

Breakout Session Title: **Doing an Internship: Why Working for "Free" can be Crucial to your Transition.**

Breakout Attendance: 17

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.2 |
| Usefulness: | 3.8 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Having current SVA students and their experience was a little help but I suggest maybe having a small panel of 2 students instead of 5. It wasn't as helpful as it could have been.
- I thought the topic was very specific to the washington internships. I wanted a more general overall vision of internships. Next time have the panel made of different people who applied for various internships for various companies.
- Good session, but there was a similar one that I attended that was even better.
- I appreciated that the presenter would highlight each of the students time as an intern and made smooth transition in the questions. all the students were happy to share their experiences and advice. I never thought about internships until I went to this panel, definitely recommend it.

Breakout Session Title: **Maximizing Collaborative Leadership to Improve the Health and Well-Being of Veterans**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 3.9 |
| Usefulness: | 3.7 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 3.7 |
| Overall: | 3.8 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It was more a giant presentation pushing the bush institute. It didnt actually help anything.
- The title of this session was miss leading. I talk to another attendee that was expecting tools and tips for SVA CHAPTERS to optimize wells for themselves and their student vets. Instead, we got a commercial from the Bush Inisisite on what & how they are creating relationships & tools to serve veteran's wellness. Less helpful.
- Not as relevant to me specifically.
- I am very interested in the outcome of their upcoming study and will diligently follow their results.
- Excellent presentation.
- Presenter, needs practice. Was very interesting topic, but hard to follow due to poor presenter.
- It was very interesting to see how the Bush Foundation is gathering data to best engage Veterans at a time and medium for the highest degree of success in medical and mental health.
- I had a problem with the construction of the seminar. The first 30 minutes were spent bragging about the George W. Bush Foundation. I left after feeling like I was sitting in an advertisement. The presentation was all about the foundation and seemed to say nothing about what it was titled.
- As with others, the topic title sou ded good, but the execution was terrible. It was mostly lobbying for the apeakers personal organization and really didn't help.
- This was a very different discussion then I thought it was going to be.

Breakout Session Title: **Degrees of Separation in Today's Job Market**

Breakout Attendance: 16

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.4 |
| Usefulness: | 4.7 |
| Presentation: | 4.7 |
| Discussion / Q&A: | 4.5 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It has become apparent to many veterans seeking employment that a degree is your most useful tool. This session brought light to the fact that job seekers are looking for at the soft skills that make the individual a breakout candidate. The panel was great and the information was hard hitting to those who are aiming for the end product but not the quality of the product.
- I found it useful to know that most jobs are now leaning towards digital badges.
- This was the best breakout session that I participated in. The presenter kept the conversation flowing. The panel didn't go into boasting about their organization. Overall, awesome.
- Gained valuable information about the utility of pursuing digital certificates to include on resumes/LinkedIn, including specific recommendations to share with my students.
- I felt that Danny Chong did a great job facilitating the discussion. Each of the panel members provided great information.
- Have highlight from session on SVA website to go back and share with others.
- This was very interesting and I appreciated hearing the different perspectives.
- There were some really good questions asked to the panel. Good representation of the branches, but the panel could use some more diversity.
- Really enjoyed hearing from HR reps about what they look for in an applicant and what to do/not do when applying for a job.

Breakout Session Title: **SALUTE Veterans, National Honor Society**

Breakout Attendance: 22

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 4.3 |
| Usefulness: | 4.2 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Some good information. Nothing highly interesting or applicable though.
- I may be biased, but this just seemed like a sales pitch from SALUTE. In reality, their service doesn't seem to be very useful, and may also distract from local SVA chapters. I did some math, and I was confused as to how this was non-for-profit. They claimed to have given \$8000 in awards last year, but when you crunch the numbers... \$35 lifetime membership multiplied by 18,000 members = \$630,000 in membership fees alone. That's almost 79 years of awards if they give \$8000 a year. That membership fee also doesn't include graduation regalia or the one time \$150 payment from the school to start a chapter... so you have to pay extra for it, adding onto their funds. The membership comes with a recommendation letter from someone who doesn't even know you, and the requirement for the honor society is only a 3.0, which doesn't make it competitive. Their scholarships are great, but small enough to where it's going to be offset by what you lose in financial aid every year. Their best promise seems to be what's "in the works" as they said in the breakout. I'm not sure if I'm just mistaken, and if they are legitimate I apologize, but I wasn't very impressed.
- This was a great presentation. They gave really good information and I left motivated to start a chapter at my institution.
- Should have been longer because of all the information they were giving.
- This was great information! I would suggest having a bigger room for them next year because a lot of people came out.
- Very excited to bring the knowledge and resources gained at this breakout session back to CCRI campus. CCRI will have the first SALUTE national Veteran based honor society in Rhode Island.
- Everything was jam packed. I tried 3 different breakout sessions and they were out the door.

- It was greater getting insight into a program that has largely been ignored on our campus previously. As a Veteran who is in several honors societies this year, I am trying to revive this organization while in place as our SVA Chapter Leader. It was nice to hear about the benefits of membership from them directly.

Breakout Session Title: **SVA Chapter Advisor Best Practices**

Breakout Attendance: 41

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 3.8 |
| Usefulness: | 3.5 |
| Presentation: | 3.4 |
| Discussion / Q&A: | 3.4 |
| Overall: | 3.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It would be more beneficial to hear from advisors that have more experience. I think this is an important topic and that it should be structured in a way other than a question and answer format.
- Overall good session. Interesting to get the perspectives of Advisors from different institutional types.
- Felt like another "best practices" panel.
- Presenter and panel were excellent.
- I sat with our Advisor in this one, to see if there was anything I could bring back to help our Veterans. But unfortunately nothing new was learned from this. Also to find out our Chapter is further along than most chapters.
- I'm not sure it was really focused on best practices; it was just a question and answer of how the three advisors do things.
- It was a bit difficult to hear with how large the room was. I appreciated each advisor taking the time to share their best practices and experiences with us.
- As my institution's chapter President, I went into this session with a mindset of trying to help understand how my advisor can better help me navigate things on campus. While this session was informational, it didn't seem to shed any light on anything I already didn't know.
- Expected to hear about Best Practices when some of the Advisors shared challenges they are facing at their institution but no solution. One fellow came across as very combative. I submitted questions using the app but the moderator was not reviewing the questions.
- I am new to the advisor role, so hearing what works and what doesn't work with SVA chapters was very helpful. I think that having more time for Q&A would be helpful in the future.

- Advisors, although well-intentioned, lacked sufficient experience/expertise. You need to vet panelists and insure they're prepared. The moderator was skilled and seasoned . . . the advisors were NOT. There's no growth if the blind are leading the blind.
- I was expecting more roundtable discussions over advisors of the year nominees telling us what they did - perhaps a mix of both next time will be more valuable.
- I'd like to see a more in-depth version of this session offered. The panel was okay, but I'd like to see a more formal presentation of what SVA advisors should be doing at a minimum, and maybe share ideas of ways to encourage student participation or successful events at other colleges and universities.
- Didn't seem rehearsed. Participants on the panel didn't seem to have much experience over those in the crowd. The person leading it was great.
- If billing as Best Practices, they speakers should provide specific/tangible best practices. Anything learned was extracted via Q&A.
- I did not attend SVA Chapter Advisor Best Practices. The breakout I attended was as listed in the program but not here on the website. This makes sense because there was no breakout in Gold 1 at 10:45 am. Chapter Strategic Plan Consultation was scheduled but did NOT happen. No presenter arrived nor did anything happen. A huge let down, I am very disappointed. After realizing nothing was going to happen, I left and walked into Gold 2 for SVA Chapter Advisor Best Practices.
- I was a panelist for this session, while the session went well much improvement could be made. Assigning panelist specific question based off experience, knowledge, and ability to convey the message in a clear manner would be beneficial to audience members.
- THIS IS NOT FOR BEST PRACTICES.. I attended Strategic Plan Consultations with Mr. Lyon. He did a good job of ramming a bunch of numbers down our throat and taught us nothing about the Plan. Then he said "Just call the office we will walk you through one (A plan)" Absolutely worthless.
- Presentation focused on experiences instead of best practices /
- There was a great topic that I liked to listen to and I thought had some great insight into how I can bring those ideas back to my chapter and change it for the better.

Breakout Session Title: **Why Can't We Be Friends? Building Relationships with Campus Partners to Achieve Your Chapter's Potential**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.3 |
| Usefulness: | 4.2 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 3.8 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Very useful information.
- I felt this was so centered on how one organization did it without providing suggestions on how to further outreach and connect with other orgs.
- I wish we had more time to do a deeper dive into this topic. Presenter provided great insight into the reality of capitol and how to follow through.
- Was not prepared. Did not let other presenter present any information until questions. Information not realistic to other institutions. Focused on one area (money) the whole time.
- It was useful, but once again ODU already does most of what was mentioned. Still a great topic.
- He was a good presenter and I admire the growth he experienced and am glad his strategies work for him. However, some of his strategies wouldn't work for vets on my campus such as running the organization like a business. This puts our members off. He also talked about donors with millions of dollars and we don't have those types of resources.
- This presentation was great. I really enjoyed how they included ways to get new donors and methods to use the money once you have a donor. Well done!
- Jeremiah was very engaging, honest, and realistic. One of the best sessions I attended.
- The presentation wasn't general enough for most schools to relate to I don't think. I thought the presentation would be more focused on how we should be building relationships with other clubs and organizations on our campus and creative events to do with them instead of trying to find donors.
- Had two presenters, however only one did the presentation.

- Felt very general, could have used more detail.
- Overall good job.

Breakout Session Title: **What are the Challenges, Barriers, and Opportunities for Veterans in Higher Education Research?**

Breakout Attendance: 28

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 3.9 |
| Usefulness: | 3.6 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 3.7 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I would like to see how SVA is following up on the ideas discussed during this breakout session.
- I had hoped we could have heard a summary from each group- like 3 take home points in challenges, barriers, opportunities in Policy, academic achievement and employment It was a think tank idea format, but maybe too easy for some topics that took the majority of the time.
- Would appreciate having access to the PowerPoint information presented after the session
- This breakout was poorly executed and was clearly not what I expected. My hope was that it would be an opportunity to explore and discuss ongoing research initiatives in the Veteran space and identify gaps in research that need filled. Instead, this was geared solely to students interested in or currently conducting research of any kind.
- I would have preferred this topic be discussed as a whole group rather than subgroups. Or at the very least we should have come back together as one group for final discussion. I suspect relevant /useful discussion was driven by the group you were in. I would have liked to hear from the other groups.
- We were broken up into 4 different groups, higher education, career development, disability services, and something I can't remember. We didn't have time, in the end, to discuss what the other groups talked about. 1 session 1 subject stay focused. 'These think tank style sessions are fantastic, I just wish they were a little longer.

Breakout Session Title: **Intersections of disability, gender and veterans in higher education: exploring students' social identities and campus experiences.**

Breakout Attendance: 16

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.1 |
| Length: | 3.4 |
| Usefulness: | 3.3 |
| Presentation: | 3.4 |
| Discussion / Q&A: | 3.4 |
| Overall: | 3.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- The presentation was well. I felt the slide shows were rather wordy and he sped through the presentation rather fast.
- Will be interesting to see this presentation AFTER the research has been conducted.
- The presenter lacked the fundamentals for beginning research on the topic he presented. He provided no post or pre-survey data. As he stated, this is a Ph. D proposal and wanted help with the following: How has the topic narrowed or expanded? Identify your primary source of information. What is the most important concept or idea or argument you identified? What the second most important concept or idea or argument you identified? What the third most important concept or idea or argument you identified? What are the three key vocabulary words you identified? What are the two main points of view you identified?
- The presenter was preparing to conduct research, so no results were obviously provided. This discussion may have been better suited for a round table to assist the presenter with his research.
- Was a proposal for a study but good info on topics not yet researched.
- This session was still under construction as it was a doctoral dissertation by the presenter that he was currently conducting. Most of the session was him talking about what his thesis and experiment/survey was to have. As it is ongoing/just started we had no conclusions.
- Topic was wishy washy and about a survey rather than services.
- Not sure what the point of a presentation of someone's probable dissertation ideas. Presenter didn't even have knowledge of his own university's data. Also had preconceived bias against Veteran's with disabilities.

Breakout Session Title: **Yesterday's Pension, Today's TSP, Tomorrow's 401(k): Take Charge of Your Financial Future!**

Breakout Attendance: 25

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.5 |
| Usefulness: | 4.8 |
| Presentation: | 4.6 |
| Discussion / Q&A: | 4.6 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I learned a lot on how to manage my money for retirement. Financial classes should be at every NatCon.
- I'm not exaggerating, this was the best breakout I've been to in the three years at SVA. Most practical advice I've been given. Wish it was longer.
- Great information for young and old veterans.
- This class was very useful.
- Some questions from the audience because it dealt with financial, they wanted to ask personal questions about their own finances. This was good in some respects, but overall these should be done more one on one.
- Great class with lots of useful information. Unfortunately, instructor lost control of the setting when audience started asking questions.
- I always attend presentations on finance. Although the speaker didn't cover any material I wasn't already using it was still an excellent presentation with very useful information.
- Who doesn't love to talk about money and how you can have ore in the future!
- Great presenter and info. Admittedly it was all info I had heard before, but it was a great reminder to take a closer look at my financial situation and make some adjustments.
- Amazing presentation, and super informative.
- Would have liked more time with this topic. Will use the information to, hopefully, set myself up for retirement.
- This session should definitely be repeated next year.

Part 5 breakout sessions on Saturday 1:15pm – 2:15pm

Breakout Session Title: **Vocational Rehabilitation & Employment Modernization**

Breakout Attendance: 40

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 3.9 |
| Usefulness: | 4.0 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 3.8 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- So much potential but the presentation itself went too long - the valuable information got lost. Not enough time for substantive questions. Was really looking forward to this but spent so much time talking about changes that never got to the current issues facing folks right now.
- Was hoping for more of a informative session than it was but still worthwhile.
- This is a topic that could have used more time. The message to institutions is that CH31 is moving forward to improve responsiveness and efficiency to best support Veterans.
- This session was very informative and I really enjoyed understanding what was to come through the VocRehab venture. The presenter gave a lot of promises and I really pray this does not change and was not just said to make us happy. Change really needs to happen.
- This presentation turned into a "look at all of the great things" and ignore everything that is wrong. The impact that VR&E can have on a veteran can either be wonderful (which is where all the attent was) or life threatening (which was either sugar coated or blatenly ignored by the presenter). The presenter had way too many slides, packed with way too much generic information, that was not appropriate for the amount of time they were slotted. Additionally, the Q&A did not actually answer any questions. Multiple people asked a question and the "answer" was "just reach out to me and I'll take care of it" which is not helpful and missed the point of the question.
- Very helpful info

- Add more time for question and answer time!
- This was a necessary breakout session, however, time was not spent wisely and I felt rushed at the end. This could have been a longer session.
- I went into it hoping I would be able to actually learn more about the benefits that Voc Rehab offers because our VSO is not forthcoming about any of that information.
 \nInstead we just got told we know our program sucks but were trying to fix the bugs by adding technology. I have not seen the improvements or anything that will benefit me so far.
- This session was 75% useless updates on the VA's VR&E program. Which seemed like a pitch from the director to highlight how he's improved the program... great, but it wasn't useful for someone that was looking for info on eligibility and program benefits. I still rated this session high because interspersed in the irrelevant specifics of how they improved the system were a few nuggets that answered my questions.
- As a student alumni of the VRE program, and now a Veteran Coordinator for a college, this session was vital for my personal and professional growth in my career industry.
- I learned a lot more about what is in the pipeline for improving the Chapter 31 program and matching up with the current programs inline with pay.
- The presenter took an entire hour to explain the two small new features of the Voc Rehab program, which seemed completely unnecessary. He spoke a lot about his team and his job, which was not very pertinent.
- I attended this breakout session because the description said there would be discussion of eligibility and how it works. The main thing I got from this breakout session was all of the new features associated with Voc Rehab on their website. This was a tough session for me to sit through.
- My concern revolving around this session was less to do with its presentation and more to do with the takeaway, which was: Its subjective, inconsistent, but powerful. I also walked away feeling like the potential appeals process wasn't worth doing. Ultimately, the message seemed to be important though: Have a good relationship with your counselor or else. It was a slightly off-putting session though as it came off more negative than positive.

Breakout Session Title: **Rock your resume: Best practices with Google (Bravo)**

Breakout Attendance: 26

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.2 |
| Usefulness: | 4.2 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- resumes are subjective and I am always concerned when anyone presents "Best Practices". That being said, this was ok.
- Good topic for resume building, including order, hyperlinks to save space, creating resume in .pdf, what to include if your work experience is over 10yr in duration. Would definitely recommend!
- I enjoyed receiving the pamphlet at the end that gave tips on how to write a resume.
- I appreciated the personal insight by the presenters from both an applicant and recruiter standpoint.
- The topic was good and very informative. It actually helped me learn that my resume could actually be better written and made me reevaluate my resume as a whole.
- This is my third time attending this workshop, but it had really good info for new student vets attending the conference.
- It really didn't cover anything more relevant than I have already done with my resume'. It was as though the people that were doing the presentation through it together at the last minute.
- I enjoyed the topic and found elements very useful but the presentation was somewhat off. It seemed they knew what they wanted to say but it wasn't as fluid so it sometimes was hard to follow.
- Speakers were energetic and engaging. Topic was excellent and very applicable to a retired veteran that is entering a new career field and hasn't done a resume in 30 years.
- Excellent presentation. Not just about google.

- Good to know how the private sector is looking at resumes and how to strengthen my own.
- I was hoping for way more, almost nobody actually brought their resume it seemed to just be a restating of the demystifying talent acquisition session and seemed like a bit of a waste when it's just the same thing I just sat through.
- Should give out or allow people to take vital notes on resumes present in front of them on best practices and allow for a short follow on lab to work on actual resume in case of questions.
- very useful exercises presenting in the talk. I found it helpful to know the proper way to break down your resume.

Breakout Session Title: **Leadership Development Action Lab**

Breakout Attendance: 39

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.2 |
| Usefulness: | 4.0 |
| Presentation: | 3.0 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It was fun and interesting.
- Did not relate how to apply topic to being an SVA leader. Title and description of topic misrepresented actual content on leadership types.
- Could be more time in understanding the enneagram.
- Learned a lot and was very engaging.
- I was hoping for something more professional for leadership building than an enneagram to tell me what Facebook surveys have told me for 10 years.
- This was a very useful tool and I enjoyed this lab.
- The delivery by the presenters was a little weak. However the workshop itself was very beneficial and should definitely be used in the future. Being able to first identify what kind of leader you will definitely help how you run your chapter.
- Well done. This one took some time but the information was useful.
- I loved the interactions and getting to learn a different (much faster) way of assessing how people make decisions. This will really help in my interactions with others.
- The only thing I got out of this was that everyone has personality types. We also ran out of time though I was not sad about this because this was not very useful.
- Great presentation. Some of the documents were limited in numbers.
- While an interesting topic, our timeline kept the discussion pretty shallow. Schools already do these personality tests and leadership style profiles for students. Maybe it would be beneficial to discuss organizational behavior and ways to actually be a more effective leader in the workplace. That way, we can actually get something out of the lab.

Also, encourage the individuals leading the lab to avoid using political figures, especially presidential candidates! We got to hear about the admirable qualities of Cesar Chavez, Joe Biden, and Barack Obama. I thought this was pretty tacky.

- In theory it's a great idea. In practice, the leadership style identified and subsequent crowdsourcing for management ideas was not useful, and felt more like chatter about the types of people we were. Overall, I wasn't able to take much away from the session.
- I think this session could have had been more engaging.
- This is a more effective way for school faculty and student veterans to engage. Action lab was outstanding. Highly recommend more action labs. All other break out sessions hearing the guest speaker is ok, but you have group participation I believe more was accomplished. Outstanding lab !!

Breakout Session Title: **SVA Chapter Best Practices**

Breakout Attendance: 26

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.0 |
| Usefulness: | 4.1 |
| Presentation: | 3.1 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- While it was nice to hear this session, there wasn't anything that I could bring back to my chapter that I already didn't know. Maybe doing a think tank for this type of session to hear what other chapters are doing and how they navigate at their institution may be more useful.
- Good panel discussion.
- This was very helpful to learn what other SVA chapters are doing, especially as a new advisor. I have great notes to take back to my students.
- This breakout session was very helpful to me. I just feel like it could have been more useful and worth our time if the panel didn't give such long answers. I know this is something that can't be controlled, but the answers to the questions should be more direct instead of repeating the same thing all the time or saying exactly what the person next to them already said, but in different words.
- Session was too short to get concrete action plans.
- All breakouts felt like they were geared toward individuals or large universities.
- I think they didn't show up to this session?
- Majority of the Q and A were discussing issues that multiple SVA chapters have but did not really touch on solutions to those issues.
- Great to hear from students who are experiencing what it takes to run a chapter.
- This session was great in theory. I was expecting the SVA to tell me ideas instead of the small group discussions, but the small group idea worked out wonderfully. I just needed to be way longer because most groups ran out of time.

Breakout Session Title: **The Unstoppable Pursuit of Education: Engaging Catastrophically Injured Veterans**

Breakout Attendance: 3

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 5.0 |
| Length: | 3.5 |
| Usefulness: | 3.5 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.5 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- While I appreciated the presenters' perspectives, they attended school several years ago when the climate surrounding inclusivity was different; I had hoped for more specific ideas for students/administrators to take away on next steps in the current campus environment.
- .Having some vets there to discuss what engagement efforts worked for them might be beneficial for professionals in the field to learn about from the veteran themselves.

Breakout Session Title: **Create Community in the Workplace: Your Next Leadership Challenge (ERGs and more)**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.1 |
| Usefulness: | 4.1 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Learning more about Employee Resource/Affinity Groups, their purpose and impact was highly informative, and the panelists were very helpful in understanding how to better engage in the workplace and the community.
- This seemed to be to high level for a college student.
- Really useful for people to think about transitioning from school to the workplace and it can also be applied to connecting student veterans with on campus communities.
- ERGs essentially seem like SVA or Veteran Student Clubs, the overview of ERGs in each center could have been specifically tied back to SVA chapters at schools and how to engage in campus. Overall it was good, and at least offered insight to ERG/BRGs in the corporate world outside of academia.
- According to the breakouts description, I thought some talk might be on mentorship, but there wasn't.

Breakout Session Title: **Hill Town Hall**

Breakout Attendance: 19

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.8 |
| Length: | 4.5 |
| Usefulness: | 4.3 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.4 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Good information on what's being done at higher governmental levels with student input, but, as tends to be the case, school's are relegated to being reactionary and told what to do rather than being vested partners in the development process of policy and procedures. School practitioners are the vital link to the military and veteran student body.
- Learned a lot from the panel and it was awesome opportunity for me to network with Hill professionals.
- There was a lot of lingo in this and if felt like you needed to already know of know about the policy before going into it. I would recommend having them do more explaining about the policies.
- It felt overall flat and unfulfilling. It made me question what the purpose of the session was even for. It felt we were being talked at and there wasn't even a real discussion on the world of politics.
- Very knowledgeable panel. Very good dialogue between the panel and the audience. Very good control of the group.
- Ran out of time towards the end- Q&A portion needed to be longer. Over all good topic and information shared.
- I thought the panel was great. It provided insight to what lawmakers are doing for veterans and other Bill's in the process of becoming law. It was a good look inside our legislative branch and the questions and information were great.
- I liked this breakout session because it gave a lot of information about upcoming bills and laws that are hopefully going to be passed and it also gave information about Rolling to Remember. I did not know that this actually happened and will be trying to make it to DC to attend. It's an important topic and I think it would be a good experience.

Breakout Session Title: **Two lenses: The Power of Internships**

Breakout Attendance: 12

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 3.8 |
| Usefulness: | 3.4 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.6 |
| Overall: | 3.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- The session was okay, however both panelist were from the same field and had very similar experiences. It would have been much better to have panelist with diverse internship experiences to capture more of the audience. In addition, they were both successful, we would all benefit know what not to do as well.

Breakout Session Title: **Diversity Spotlight -- How Managing Self-Disclosure Can Impact Your Career at PwC**

Breakout Attendance: 8

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.3 |
| Usefulness: | 4.1 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

Breakout Session Title: **Grassroots Engagement: It's Not a Chamber of Secrets**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below.

| | |
|-------------------|-----|
| Topic: | 3.5 |
| Length: | 3.1 |
| Usefulness: | 3.2 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 3.6 |
| Overall: | 3.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I thought it was going to be about engaging vets on campus to address the participation issues HOWEVER, I was not the least bit disappointed that it was about the US chamber of Commerce very good info.
- Great title, not what I experienced in the actual session. The message I got was to get involved with your local chamber of commerce and promoted Veterans. Too short.
- I walked out. This was a waste of time. I don't have any idea why we did this or its applicability to the big picture.
- I did not feel it was useful.
- The session was useful and the information was ok, but the whole thing could have been 10 minutes long, and just as useful.

Breakout Session Title: **Financing College on the Post-9/11 GI Bill: Myths and Realities as Described by Veterans**

Breakout Attendance: 17

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category

| | |
|-------------------|-----|
| Topic: | 3.8 |
| Length: | 3.6 |
| Usefulness: | 3.6 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 3.8 |
| Overall: | 3.8 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Felt like they were using us to gather more information for their research.
- The title was misleading and the subject matter was irrelevant. At no point was there any tangible presentation discussing their topic because their whole directive was to discuss their institution beginning research on the topic. No purpose was served.
- Great beginning stages to the qualitative interview portion of how the GI Bill is being used, and why veterans are taking out student loans.
- I believe the title should have been tailored a slight bit differently, the research provided will greatly improve what those in the future will need to become more informed in the education careers. I appreciate both Mr. Phillip Oliff and Mrs. Ama Takyi-Laryea in their pursuit to quantify the importance of the Post-9/11 GI Bill.
- This was very informative to me since I'm a club advisor and do not have the Post 9/11 GI Bill. I have a much better understanding of the veteran's benefits now and issues they face paying for education.
- Not sure what the idea of this presentation was suppose to be, however it was interesting but I don't feel it was very informative for student veterans. Toward the end it seemed to be a complaint session on how reservist don't get the same entitlements as active duty and so on.
- I wish I remembered more about this session, unfortunately while I think it was good, I don't know what takeaways I came out with.
- I had no idea that many veterans were not using their benefits or were borrowing money still even when using education benefits. This session is also an ongoing survey/experiment but we had some useful active info from the people attending.
- This topic didn't really go to much in depth. I did enjoy the at the moment polling.
- There were many things that we went over in this session that was great but also our advisor already knew.

Breakout Session Title: **How Warrior-Scholar Project Empowers Student Veterans:
Sneak Peek and Crash Course**

Breakout Attendance: 17

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.4 |
| Usefulness: | 4.0 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Excellent demo and practical exercise/workshop style.
- The hands-on exercises felt odd and a time-waste. Would've rather heard more about the programs and various components than to spend 15 minutes practicing an exercise that wasn't well explained to begin with. It felt odd.
- This was a great session for me to learn about what Warrior Scholar Project and REVU offer. I am excited to share these opportunities with my students. I especially appreciated the direct contacts being available at the session for questions.
- This was an awesome presentation, definitely going to check my calendar and apply!
- It would be great if you could incorporate this into TAPS! Very helpful for service members who joined right out of high school to build skills and confidence to launch into higher education.
- Very well conducted, informative. Presented student views very well and addressed pertinent questions. The addition of the service2schools presentation was very helpful.
- Maybe include a panel that has graduate school opportunities and prep as well.
- Essentially recruiting for a "how to study" program. Needed for many, but not for grads. Wish it would have specified.
- Wonderful breakout session, I've already gained so much from WSP and I hope to attend either Notre Dame or USC this summer.
- I signed up. Very useful. a good resource to have.

Part 6 breakout sessions on Sunday 9:30 am – 10:30 am

Breakout Session Title: **What, Where and How: Fellowships, Scholarships, Internships and other peak experiences**

Breakout Attendance: 24

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories.

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 4.2 |
| Usefulness: | 4.3 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question

- This session provided the importance of internships and how to utilize your time in college/university to your advantage. All the presenters on the panel provided great information and how they got to do things they would not have been able to if they did not network with key people. The presentation was great, especially for those who want to study and not network.
- This was much less objectively informative and much more anecdotal than I hoped. I was frustrated when it became literally a panel of what 4 Penn students in relatively similar fields did to get a fellowship or what have you.
- It seemed to be more for a civilian college student not a veteran student.
- Helped change my mindset on internships, which is that A) it's for the younger kids who have no work experience, B) compensation is usually subpar (this is a big deal for older students like student veterans), and C) that it's worth my time overall. Definitely worth my time.
- This was a powerful session with competent board of individuals who were actually doing what they were saying. Found this session to be one of the best in the entire conference. U of Penn did an outstanding job and presentation: was very enlightening and encouraging for all in attendance.
- The Fulbright and Boren Awards are incredible opportunities that I feel like are not talked about enough, at least here on my campus. I've only seen the Boren Award mentioned once and I've never seen the Fulbright talked about in anyway beyond hearing that a student once got accepted. As someone who is personally interested in study abroad and foreign language immersion programs, I found this to be really helpful.

Breakout Session Title: **How to be More Than Just a Club**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.1 |
| Usefulness: | 4.1 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Wish it was a little longer in order to have more ideas from the other clubs.
- This is probably in general, but if there was a way to have a facebook group, microsoft teams group, or any of the similar for SVA leaders and/or members to share ideas it could possibly help. The amount of time given to discuss our ideas on how to be a better organization was little due to presentations.
- This was a good one.
- I wanted more information about outreach and collaboration, but the session was more focused on how successful your chapter was the previous year. Not as helpful and not the information I was expecting to gain.
- We answered questions at our table but responses were not shared with the group. Seemed like a lot of questions to be answered in a short amount of time. No access to the Power Point. Please note: It would have been helpful to have these on the app as it was difficult to see the questions in a crowded room.
- There was too much packed into the breakout session, either cut it down so the topics that are presented can be satisfactorily discussed or turn it into its own thing. There was just too much.
- Reminded me that I need to make sure our club has goals and more events for the next semester.
- It seemed more like information going back to SVA Headquarters than information for individuals. It seemed hard for the presenter to keep attention of the room (some random person yelled for everyone to be quiet and it was very odd). I felt that the questions presented were okay but mainly a chance to discuss them between the people at your table but not a whole room discussion. As they asked for posters to be posted around the room but at the very end so didn't get the chance to see what other groups had discussed.

- Would work a bit more on moderation. People at my table tended to stray off on the topics.
- This breakout session was the most useful out of the whole time I attended the conference. I was able to bring back a lot of information for my next club meeting on how we can do things better. My only regret is that I was unable to get the contact info of the people in my group (both due to being introverted but also they were not registered on the app to attend the session).
- Working with groups from different SVA chapters, we were able to compile a "best practices" list and common hindrances and offer condolences and advice for struggling chapters.
- again as a small school fell short for me.
- We broke out in groups in this session and it was an excellent way to learn about how organization from other schools are using their resources.
- Overall good job.

Breakout Session Title: **Getting Started: How to Leverage Diversity in A New Role**

Breakout Attendance: 5

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.2 |
| Usefulness: | 3.6 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- The conversation was not general enough because the panelists talked about how to leverage diversity at their specific company, not just in jobs in general. It seemed that they were just talking about why you should apply to Accenture than anything else.
- I like how there were different panelists. It was nice to have different opinions! There was only one company represented, so maybe have multiple companies?

Breakout Session Title: **Health Care Options for Student Veterans**

Breakout Attendance: 15

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.2 |
| Usefulness: | 4.3 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Most of the information presented can be easily found online, but it was important for me to learn about other healthcare options for veterans rather than just what applies to myself. The presentation was very concise and well put together.
- Presenters were knowledgeable about health care options for veterans from civilian and veteran standpoints. Presenters encouraged healthcare professionals in the audience to correct any comment or to ask questions they may have.
- The primary care physician who was the guest did not provide much useful information. A few of the questions that were asked the presenters, we're unable to be answered. Someone who is more knowledgeable with health care options out there, there were many people interested in this presentation, only to be disappointed.
- The use of a panel presentation was useful to get different perspectives on the same question.
- The presentation didn't really go over many health care options aside from Tricare West and the VA.

Breakout Session Title: **All Politics is Local: Institution, Local, and State Policy as a Student Veteran**

Breakout Attendance: 21

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.2 |
| Usefulness: | 3.9 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- More like this please it was one of the most beneficial for poli sci majors.
- I felt like the woman did not get to speak a whole lot on her experience, but overall all three were great speakers.
- I think the moderator could have done a better job asking questions to dive deeper into the panelist experiences in policy instead of hyping up the policy liaison program.
- Overall, the session seemed without focus and meandered over lots of different areas. Didn't come away with really any take aways.
- Ended up being a VFW recruitment.
- Looking forward to the Policy Liaison Program.
- I appreciated the speakers enthusiasm but once again this session was overflowing with people standing and sitting on the floor.
- I thought there was a mix in goals-- but if the goal was to help student veterans to get involved in career in policy I think it did that well! Also, what great panelists! Could definitely identify with them and look up to them.

Breakout Session Title: **Student Leader Best Practices**

Breakout Attendance: 9

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.7 |
| Usefulness: | 4.3 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.6 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Topic was not well defined, one presenter seemed unprepared, did not give new advice or strategies to use in the organization.
- I can't wait to bring what I learned and the people I want to connect with back to my campus and be a better leader for other veterans, faculty and staff.
- The panel essentially stated that we have all been leaders since we joined the military. We need to take what we have learned and apply it to the campus and workplace. I believe that is something all of us already know. I was hoping to get more insight on how to be the best leader on campus that I could be.

Breakout Session Title: **Disability Services and Student Vets Building Bridges to Success**

Breakout Attendance: 23

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.4 |
| Usefulness: | 4.3 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Again repeat of info and generic answers and national averages. Which again feel are not accurate.
- Hands down my favorite session I attended. I got so many great ideas and information to take back to my campus. Presenters were very helpful in the end to answer individual questions, as the time of the session went by quickly and we did not have a lot of time for Q&A.
- This was a great presentation and lots of useful information.
- I took a lot of notes and I am so grateful you put this one in the mix. I took a lot from the presentation and the ideas were awesome! I am so happy I get to work with SSD here at my University to get going with these ideas and the data they presented.

Breakout Session Title: **Disability Services and Student Vets Building Bridges to Success**

Breakout Attendance: 23

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.4 |
| Usefulness: | 4.3 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Again repeat of info and generic answers and national averages. Which again feel are not accurate.
- Hands down my favorite session I attended. I got so many great ideas and information to take back to my campus. Presenters were very helpful in the end to answer individual questions, as the time of the session went by quickly and we did not have a lot of time for Q&A.
- This was a great presentation and lots of useful information.
- I took a lot of notes and I am so grateful you put this one in the mix. I took a lot from the presentation and the ideas were awesome! I am so happy I get to work with SSD here at my University to get going with these ideas and the data they presented.

Breakout Session Title: **Increasing Military Cultural Competency and Awareness Among University Administrators**

Breakout Attendance: 33

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.4 |
| Usefulness: | 4.5 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.4 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- PsychArmor is an amazing product and resource.
- Not what I was initially expecting out of this session. Got some information out of this but I think a missed opportunity. Liked the videos but needed more.
- Too much of a sales pitch for PsychArmor, which is a good organization with a valuable tool, but didn't offer enough time for institutions to ask questions or share best practices about actually bringing cultural awareness to the campuses.
- Psych Armor was excellent and the practical group exercises were great!
- One of the best sessions I attended.
- PyschArmor was a treat to learn about. I am excited to utilize their videos in our staff, faculty, and student training to help build military cultural competence on our campus.
- The presenters and their information were outstanding.
- This was absolutely incredible. Worthwhile, informative, just wished it was longer.
- I did not know about PsychArmor and I'm very interested in getting involved with this to see how I can use it to help build my chapter more.
- Glad to have gottens training resource.
- Psych Armor is a fantastic organization that brings incredible value to the veteran space. Their platform is the future of how we train/educate our university staff/faculty to better understand and serve our Veteran and Military Connected Students. Bravo to Tina Atherall!
- This, for me, was probably the most relevant topic. The presenters were very engaging and informational.
- I found this useful because it was a chance to be able to learn how to speak to university leaders about the different problems student veterans face. The chance to speak with others at the table and hear their experiences was very useful.

- So very helpful for academic institutions who want to offer Green Zone and other trainings on limited resources!
- Great presentation - we are planning on using PsychArmor at our institution to get faculty and staff more involved.

Breakout Session Title: **Graduate Student Veterans: Tomorrow's Leaders in Research**

Breakout Attendance: 20

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.1 |
| Length: | 3.8 |
| Usefulness: | 3.8 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 3.9 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- These presenters really concentrated on doctorate programs. I would have liked to see more about the masters level. Maybe it would be better to separate the two topics.
- It seemed to be almost entirely focused on Vets who are already completed or nearly completed their bachelor degrees. I feel like it was tough as a new student to understand the gap in between what they were talking about and where I am at. I'm not sure if this is intentional, and that I may have misunderstood the purpose of the session or not.
- For this, I don't feel like I learned anything new about graduate school. I Think a presentation may be more beneficial than a panel of people talking about their experiences.
- A good overview of what to do in Grad school. Maybe highlight some more options of what to do as a post grad?
- We need more research on graduate student veterans and their needs, especially when GI Bill benefits are exhausted.
- This is a relevant topic. Important to encourage student veterans to pursue graduate education.
- This was completely useless. All panels were useless at this conference as they turned into individuals telling their personal stories but not supplying useful information. If this conference is to be useful to veterans who are already involved helpful information should be supplied, not simply statements about how the panel veterans did not know what they wanted to do when they applied to grad programs.
- This was very interesting, but I would be interested to see more information on technical majors. All three panelist were great but they spoke about Liberal Arts degrees and I feel that as an engineer I would have a very different experience.

Breakout Session Title: **The Warrior Wellness Alliance: A Collective of Best In Class Peer Networks and Clinical Providers Serving Veterans and their Families**

Breakout Attendance: 5

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 4.0 |
| Usefulness: | 3.8 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Really awesome and informative, loved the speaker and her passion for the topic.
- Fantastic coverage of a new initiative; very informative and the presenters entertained many questions.

Breakout Session Title: **Veterans' Reintegration into the Civilian Workforce: A Review and Recommendations**

Breakout Attendance: 16

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 3.8 |
| Usefulness: | 3.6 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 3.8 |
| Overall: | 3.9 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- This is a topic that should be given every year. It is important and one of those things that veterans do not realize the importance of until they are in the middle of it.
- She didn't really provide much outcomes- most of the presentation was the methodology on the literature review- I thought there would be more take home points.
- Very useful data that would be much more valuable with a defined pathway for execution. (Though, it is still young in its design).
- This was a great session to see how little work has been done on this topic. Hopefully, it encourages additional research.
- Dr. Ghosh shared some wonderful information but spent too much time explaining how the data was collected from existing articles. Suggest focusing more on the results and moving more quickly through the methodology.
- I have nothing.
- I did not get a lot of this presentation. It was not interesting to me.

Breakout Session Title: **Transition Success - Preparing for your next career**

Breakout Attendance: 27

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 3.9 |
| Length: | 3.8 |
| Usefulness: | 3.7 |
| Presentation: | 3.7 |
| Discussion / Q&A: | 3.7 |
| Overall: | 3.8 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Relevant topic, but the presentation geared too much to one employer.
- I listen to half of this presentation and walkout. The lack of energy of the presenter, low voice tone, un compelling powerpoint, and topics made this THE WORST breakout session of the entire conference. SVA should create a training on how to put on a successful Breakout session.
- Presenter was qualified, prepared, and able to deliver a professional presentation at a national conference. Material, recommendations, etc., were relevant and useful and well-targeted. Presenter should've filled in gap left by lack of questions/discussion.
- Have highlights posted on SVA website.
- This session was not as informational as I would have hoped. I enjoyed most panels but felt there was a lack of structure.
- Was more tailored to a specific career and I couldn't relate.
- I would have liked to see more of a Q&A period in this section and less Q&A during the presentation.

Part 7: breakout sessions on Sunday 1:45 pm - 2:45 pm

Breakout Session Title: **Health Care Professional to Advocate-Using Health Care Degrees in Non-Traditional Roles**

Breakout Attendance: 19

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.0 |
| Usefulness: | 4.0 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Personal experiences and stories irrelevant to the topic. Very niche roles that interest very little veterans. Would have loved to address traditional health care models and educational degrees first. A gentlemen in attendance who has an initiative for Veterans In Medicine and was representing the UNLV school of medicine had excellent insights when speaking with him after. I noticed that a few people in the audience were also in line to speak with him after. I would have loved to see him present in regards to veterans in medicine and I think many others in attendance came here because of the health care profession in the name but found it very irrelevant like myself. Please invite the gentlemen from the UNLV school of medicine to speak at the next conference.
- Somewhat enlightening. Very anecdotal.
- Good session, talk a lot about what each panelist has done, but didn't feel like I knew what steps I could take next.
- How is this breakout the only thing in the entire NatCon with a focus on health care? Representation for our combat medics, Corpsmen, and other healthcare providers (including mental health) was noticeably absent. It seems drastically inappropriate for such an large and important field, especially among veterans, to go underrepresented at this convention.

- These 4 women did a fantastic job at showing other women (and men) how to use your time in the military to your advantage. Also, showing how your degree evolves over time.
- The lady presenting did a good job. Personally, I wish there were more topics on careers in health care.
- Needed more time.
- The presenters did a wonderful job and the session was interesting, but it was very specific to certain areas of study and not applicable to most.
- This spoke directly to me.
- It would have been better if 2 of the presenters didn't have another presentation to leave to give. Don't schedule back to back.

Breakout Session Title: **Veterans Advocacy from Campus to Capitol Hill**

Breakout Attendance: 16

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.0 |
| Length: | 3.8 |
| Usefulness: | 3.9 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 3.9 |
| Overall: | 3.9 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Learning about options for students to engage with legislative fellowships was very good.
- I was on the panel with Pat and Kris. If you continue this next year I suggest you have a moderator that doesn't work for the VFW. I saw a lot of people leave the breakout because people were asking questions about how the VFW operates instead of asking about how advocating on the Hill. This caused the VFW to take up much of the time defending themselves. I brought this up to the VFW last in the hopes this would not happen again but I plan to submit my own presentation next year to better inform student vets about the advocating process.
- I found the panel members to be arrogant and insulting to the students and advisors asking questions. ',
- We heard way too much from the current SVO/VFW fellows. It was great to hear from them to hear about their studies, but they should not answer every question and steal the conversation. The rest of the general public was completely shut out from meaningful conversation.
- Presenters were very specific to their particular fellowship. Fellows that attended took control of much of the presentation.
- This ended up just being a pitch for internships-- I wanted more options not just three places pitching their internships that I don't qualify for. I thought it did that well, but it should have been advertised as that.

Breakout Session Title: **Motivating, Mentoring, and Mediating: Advising a Student Veterans Organization**

Breakout Attendance: 4

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.2 |
| Length: | 4.2 |
| Usefulness: | 4.2 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

Breakout Session Title: **Understanding and Navigating the Management of Mental Health in the Workplaceans**

Breakout Attendance: 7

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.3 |
| Usefulness: | 4.2 |
| Presentation: | 4.7 |
| Discussion / Q&A: | 4.7 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I appreciated the data that was sharing, coupled with the anecdotal stories of the two alums.
- Very informative.
- The panel offered advice for job seekers, when asking a company about their mental health policy's.

Breakout Session Title: **Building Inclusive Programs for Minority and Underrepresented Student Veterans**

Breakout Attendance: 15

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.5 |
| Usefulness: | 4.6 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.5 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It would've been great to leave with more actionable resources to put into action. I felt that a large focus of the topic was spent on justifying the need for diversity and inclusion which I felt was unnecessary because those attending already valued this topic to some degree.
- Overall, this was a great presentation. I saw one similar to this last year and these presenters have really grown & honed their presentation. I just wish there was more time to allow for more discussion!
- We need more of this!!!!
- Don't limit your audience and try to not get so offended. People asked questions and got sniped for not using PC terminology when this is literally a course to teach you how to speak with this unfolding topic. Otherwise the topic and presentation were very enlightening.
- Definitely bring them back next year. I felt so much relieve by just being around them. I learned a lot from this session. I wish more people could see the value in this session. Maybe the title needs to be more attractive to those who need to learn this.

Breakout Session Title: **SVA Chapter Advisor Best Practices**

Breakout Attendance: 6

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.0 |
| Usefulness: | 3.6 |
| Presentation: | 3.6 |
| Discussion / Q&A: | 3.5 |
| Overall: | 3.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- I was a panelist for this session, the second go was much smoother then the first as the panelist were much for comfortable and confident. This only drives home the fact panelist should be vetted and or prepped with more scrutiny. Unfortunately, the session was not well attended.

Breakout Session Title: **New Recruits: Encouraging Student Veterans to Apply for Nationally Competitive Scholarships**

Breakout Attendance: 15

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.3 |
| Usefulness: | 4.2 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.4 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Wasn't geared towards me or my fellow vets at my school.
- This was an awesome session!

Breakout Session Title: **Corporate Partnerships for Successful Internship Placements for Student Veterans**

Breakout Attendance: 7

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.5 |
| Usefulness: | 4.5 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.7 |
| Overall: | 4.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- By far my second more favorable sessions. The panel drove the focus on internships, networking, where to go and who to talk to in order to get the most of your college experience. I have taken notes with all my sessions and this session spoke to me as a student to get my self out there.
- This was great. I wish there was more time. I especially enjoyed the multiple perspectives from corporate, student, and school administrator. Everyone should attend this.
- I learned a lot.

Breakout Session Title: **You want to work for the Federal Government. Now what**

Breakout Attendance: 25

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.2 |
| Usefulness: | 4.2 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Did not really talk about DOD opportunities.
- Very informative. Would like for them to have included more on VRA, veterans preference, special hiring authority, etc. Would also liked for them to address the fact of how HR looks at veteran preference & what that means when someone is applying that criteria to federal employment because there is general confusion on being a veteran but not having the qualifications & believing they are still eligible because they are a veteran/have veterans preference.
- Have a recording of session to share with others back at school.
- Apparently I had the wrong room info because I did not end up in the right place.
- The panel was informative however I felt it needed more structure. It would have been great if there was a presentation to support it.
- Some good tips.
- All panelists were very knowledgeable, but I felt that they focused on higher end jobs (GS-13+) and most in the room would probably need information on lower grades.
- It was really great having people from the federal government give you tips to apply. However them simply saying to get connected with employees in the sector you want to work isn't the best of all the advice as well as there were no coverage of federal resumes at all and that is the biggest hurdle in order to be a candidate for the job in the first place.

Breakout Session Title: **Transitioning Military Leadership to Campus & Civilian-World Success**

Breakout Attendance: 18

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.3 |
| Usefulness: | 4.3 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- This session brought up some useful changes in mindsets when veterans are transitioning from the military to academia.
- Fantastic presentation on a topic that is needed every year. I would hope these speakers are brought back next year! Very engaging.
- i liked hoe well the two presenters worked together and offered different perspectives. Q&A was great.
- Breakout session presentor delivered material as a motivational speech and cadence. I felt it was inappropriate given the environment.

Breakout Session Title: **A Case Study of 3 Veterans Studying Internationally**

Breakout Attendance: 8

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.3 |
| Usefulness: | 4.3 |
| Presentation: | 3.5 |
| Discussion / Q&A: | 3.9 |
| Overall: | 3.8 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Could barely understand what the people on the video chat was saying due to technical difficulties.
- Besides the technical problems, the presentation was great! Very informative and engaging. I wanted to book a trip to Australia right after this. I am now seriously considering studying abroad thanks to this panel.
- lack of focus, very unprepared and very lack of information.
- This needed to be a double period with time for the array of Q&A's.

Breakout Session Title: **Is Your Financial House in Order**

Breakout Attendance: 25

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.2 |
| Usefulness: | 4.3 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- This was my favorite break out session- the content was perfect for student veterans, and the questions from the audience showed how engaged they were.
- This presentation was presented with high energy, packed full of applicable statistics, tools and information and was easily the highlight of the weekend. This is the education we should be requiring of all people during their educational career
- Very good session.
- Left early because I had attended the finance TSP session the day before.
- I really liked this one.
- This is another one that could have been longer.
- Financial literacy is important, but I wish this was more tied to student veteran needs over personal financial well-being.
- Keep up the great work!
- It was a good robust look at how to build and maintain your financial health. The options presented were good and it was nice to get a refresher on financial matters.
- I could not get in the room because it was standing room only. I am frustrated at the lack of ability for the SVA to adjust this problem into a bigger room.
- It was a lot of information that I already knew, but it also gave more details on aspects of financial stability that I was not aware of.
- I really enjoyed this session. I am a firm believer that people should focus on their personal benefits first. Then after they are good to go themselves they can help others and this session brought to light many ways to start helping yourself first and then ways to help others.
- did not like the presentation style of the session and there was a lot of information packed into it.

Breakout Session Title: **Is Your Financial House in Order**

Breakout Attendance: 25

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.2 |
| Usefulness: | 4.3 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- This was my favorite break out session- the content was perfect for student veterans, and the questions from the audience showed how engaged they were.
- This presentation was presented with high energy, packed full of applicable statistics, tools and information and was easily the highlight of the weekend. This is the education we should be requiring of all people during their educational career.
- Very good session.
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- It was a good robust look at how to build and maintain your financial health. The options presented were good and it was nice to get a refresher on financial matters.
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- It was a lot of information that I already knew, but it also gave more details on aspects of financial stability that I was not aware of.
- I really enjoyed this session. I am a firm believer that people should focus on their personal benefits first. Then after they are good to go themselves they can help others and this session brought to light many ways to start helping yourself first and then ways to help others.
- did not like the presentation style of the session and there was a lot of information packed into it.

Breakout Session Title: **Student Government Can Help You**

Breakout Attendance: 24

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.3 |
| Length: | 4.2 |
| Usefulness: | 3.8 |
| Presentation: | 4.0 |
| Discussion / Q&A: | 4.0 |
| Overall: | 4.0 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It didn't really help with tips about student government. It was just a panel saying what they do as a student governor.
- The panel speakers talked for extended amount of times which made the presentation drag. I was extremely impressive to see that other school's incorporate and are involved with military students.
- Another very good session. The second best of the ones I attended this year. This is a great topic and is highly useful.
- Again seemed more like the panel was bragging more than giving useful information.
- I think it would have been better to have an actual presentation and explain in a general level how to work together. Hearing from multiple students did not provide consistency of information. It was more a little their experience. Focus on topic and deliver what was suppose to be delivered.
- This session was good and it made me think about how I can interact with my student government and how they can help my chapter and the veteran population have a voice on campus.
- Bring It Back!
- I think it's a good idea to have a non-veteran student leader on the panel because it gives a more diverse aspect to how they view us and what works best to communicate with them.
- Didn't learn much besides the fact that the club needs to get help from student governments and other clubs to achieve its goals.
- Awesome questions were asked to the panel! Very helpful and relevant information!

- The topic was very good but Q&A seemed to turn a little bit into showcasing schools achievements rather than answering the questions.
- This session was wonderful! 100% perfect session.

Part 8: breakout sessions on Sunday 3:00 pm – 4:00 pm

Breakout Session Title: **Bringing About Transformational Change Within a Veteran Services Office**

Breakout Attendance: 12

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 3.9 |
| Length: | 3.7 |
| Usefulness: | 3.1 |
| Presentation: | 2.9 |
| Discussion / Q&A: | 2.9 |
| Overall: | 3.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- It was just the story of the evolution of the UNC Veteran Program.
- Nice to learn about another school and their challenges, but their were not any real takeaways that the title implies.
- Another session of "This is what we did/do at our university," completely lacking that universal relevance piece. Further, the lead presenter (William Wilson I believe) was unsat: it was very much about HIM and HIS leadership. The dynamic between him and the other presenter was extremely disconnected and uncomfortable for an audience member. I got up and left before the end; horrible.
- The presentation should be more inclusive, why are we focused on one university? With a presenter who basically just talked about what his office had vs. how he got it and what the steps are to get where he wants.
- Great technology.
- Better description of presentation would have been helpful - I was excited by what I read but disappointed by what I heard and saw.

Breakout Session Title: **Small Business Success: Tactics & Tips- Panel Discussion**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.4 |
| Usefulness: | 4.1 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.3 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Great session.
- Would love to see this next year!
- Would be nice to have more entrepreneurs on the panel.
- I thought it was a good interaction, but more of a motivational panel for entrepreneurs. I was hoping to get specific advice on how to jump start a business, but was given the basics. It was a great panel nonetheless, but I was hoping for more interaction.
- There definitely could've been more diversity on that panel 1000%. I could've been on that panel for crying out loud!
- The session was supposed to focus on small businesses and only one out of the four panel members actually owned a small business. The other members boasted about their successes and didn't have much valuable information.
- There should be more sessions like this

Breakout Session Title: **Moneyball for Education: Using Big Data to Construct a State Analysis on Student Veterans in Higher Education**

Breakout Attendance: 19

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.5 |
| Usefulness: | 4.5 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.3 |
| Overall: | 4.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Brian did an excellent job of producing data that told a very important story. This was probably one of the most important presentations of the conference. I wish he would write a book or a guide to producing the data he uses. How do we access the data resources?
- Good use of data.
- The most useful breakout session of the convention. Should be considered for a keynote address next year because of the large impact it could have if more veterans new about this work.
- The presentation gave me a higher insight into the economics of what the GI Bill does for the state of Oklahoma. This information is vital to improving services in colleges and the community overall. My Adviser, one of our veteran advocates, and I were profoundly impacted by the research and work put into this initiative and will hopefully be providing our own data to help increase the stores of data that can affect out local communities, state and national levels.
- I thought that this presentation was excellent until it came to the Q&A. The presenter took questions from men only even though there were multiple women with their hands up. It is unfortunate that even in 2020 women are overlooked in a professional presentation setting.
- This was a great view of wonderful research. The presenter answered many questions and volunteered to assist others in the future...he's a team player. NATCON was a great venue for this presentation.
- Well presented, well prepared. Knows what he is talking about. Glad he is in the business of helping others get into college. I intend to use his data and analytics to build my own for legislatures here in Nebraska. He gets an A++

- This portion of the trip was the best for me personally! I really enjoyed what the presenter had to say and how he used the numbers to present his opinions and also how he was able to gain funding for useful government programs.

Breakout Session Title: **All You Need Is a Battle Buddy: Big Opportunities for Small Schools**

Breakout Attendance: 20

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.6 |
| Usefulness: | 4.3 |
| Presentation: | 4.5 |
| Discussion / Q&A: | 4.4 |
| Overall: | 4.4 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Amazing community service that this institution was able to provide veterans with the Veteran History Project.
- I really appreciate the idea I got from this presentation to bring this to our chapter, but why focus on just one addition?
- This something that will be coming to campus this spring or fall of 2020.
- Thank you for taking the time to share your experience with us. I look forward to hosting a Veterans History Project event here at our campus.
- The topic title was misleading and I should have read through the synopsis but I chose this session last minute. The opportunity was not what I was looking for but the presenters did a great job breaking down the details of how they accomplished their event.
- I was expecting more than one type of opportunities for my school. Topic title is inaccurate and recommend changing to something different.
- The topic idea is great, but the presenter was terrible.
- The title is misleading. I get it was based on a case study from a community college, but honestly, this should have been an introduction or action lab on how to utilize the Veteran's History Project on campuses.
- This one really inspired me to go back to my old school (community college) to present this idea to them. Hopefully, they can find success with it.
- This was the best session for me by far. I like that I walked away with something that I could do at my campus to help make a difference and connect multiple layers of individuals at my campus and in the community.

Breakout Session Title: **Epic Steps to Build a partnership Between your SVA Chapter and a Local VFW Post**

Breakout Attendance: 11

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.4 |
| Length: | 4.6 |
| Usefulness: | 3.6 |
| Presentation: | 3.8 |
| Discussion / Q&A: | 3.9 |
| Overall: | 3.6 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Our Campus has an American Legion Post on Campus that works directly with our SVA chapter. And unfortunately our VFW's in our area, are not as big in helping out our younger generation.
- Fast paced, but good. Wasn't familiar with some of the references and terms, but it was good.
- I knew that VFW supported SVA, but was not aware of how to make it a valuable partnership for both parties. This gave me a better sense of that and made me want to connect with VFW further.
- Would have liked to seen more detailed steps outlined on how to partner with the VFW. Glad the VFW guys were in there to help answer questions.
- This was a super great topic but there was so much potential to learn more and not focus on one specific place and talk more about things every club could use. There was a lot of great info though.

Breakout Session Title: **Striving for Success: Accommodations and Assistive Technology**

Breakout Attendance: 9

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.7 |
| Length: | 4.0 |
| Usefulness: | 4.5 |
| Presentation: | 4.4 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.5 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Probably the BEST session I attended!
- This could have been a excellent course all around. I don't think there class had enough time to cover everything and allow a Q&A. Allow more time for this course.
- This breakout session could have lasted two hours with the amount of assistive technology that is available to help students with accommodations. The presenters were excellent and provided "show and tell" that allowed a few of the attendees to use the equipment.
- Professional and Knowledgeable presenters.
- This was the Best Session I attended at NatCon very useful and informative.

Breakout Session Title: **Creating a Personal Statement that Pops!**

Breakout Attendance: 20

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.2 |
| Usefulness: | 4.2 |
| Presentation: | 4.3 |
| Discussion / Q&A: | 4.3 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- The session was fine, there were a couple good points made, but overall I don't think I learned anything new.
- Very good info.
- I would have like to have seen more examples of what makes a great personal statement but the presenters were very passionate about it and entertaining.
- The topic was not super useful as I havent needed to create a personal statement yet while applying to colleges or trying to get a job. The worst part of it was the presentation as the speakers were very cheesy and destracted me from their focus. With different speakers I may have enjoyed it more. Also was too long so left 15 minuets before the end whereas I listend through all the other sessions.
- Keep up the great work!
- I didn't know this was for grad school. Better title next time.
- Both of the presenters worked well with each other and feed off of each other lead.
- As a student Veteran who applies and receives many scholarships this could have been done better. This was not helpful at all for personal statement writing in my opinion.

Breakout Session Title: **Veteran Centers, Scholarships, and Clubs: The Impact of Education Common Components on Student Veterans' Success**

Breakout Attendance: 6

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.6 |
| Length: | 4.0 |
| Usefulness: | 4.3 |
| Presentation: | 4.2 |
| Discussion / Q&A: | 4.2 |
| Overall: | 4.2 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Very data heavy, which was good. Would like to have seen more summarized "bottom-lines" from the data to take back with us. ',
- There was quite a lot of information and graphs, it just confused me more. It was actually a little boring...sorry :(.

Breakout Session Title: **U.S. Government Fellowships: Veterans**

Breakout Attendance: 10

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.1 |
| Length: | 4.3 |
| Usefulness: | 3.9 |
| Presentation: | 3.9 |
| Discussion / Q&A: | 4.1 |
| Overall: | 4.1 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Not really what we were expecting. It seemed like just an ad for the VFW fellowship.
- This was incredibly boring and I did not stay for the whole thing because all of the fellowships required several years of language proficiency.
- Probably the best session I attended the entire convention. It really made me feel that despite being an older student, that there were opportunities for me to enjoy my time as an undergrad (and get funded to travel and study a language that I'm interested in abroad) as opposed to just trying to get it over with ASAP and join the workforce/get started on a career.
- I learned so much in this session about opportunities and networking.

Breakout Session Title: **How to Navigate the VA Vocational Rehabilitation Program-Application thru Career Employment**

Breakout Attendance: 14

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 4.5 |
| Length: | 4.4 |
| Usefulness: | 4.1 |
| Presentation: | 4.1 |
| Discussion / Q&A: | 3.9 |
| Overall: | 4.3 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Excellent breakout session but I felt like a majority of other veterans there just came to complain about issues instead of learning how to mitigate and navigate them.
- It would be more beneficial to have a qualified voc rehab counselor explaining this. The presenter used wrong terminology but did give some good info. Have voc rehab explain voc rehab!
- Needed more Q/A time.
- It basically just turned into a question and answer session so I was not really sure about what I was supposed to learn, but I did receive help on what I should do with the problems I am currently facing with my Voc. Rehab counselor.
- The entire presentation was based around the concept that vocational rehab could be a great program but there are poor quality case managers out there that might not help you. The entire presentation and the Q&A was based off of issues that students have with their case managers and how case managers have no quality control to fix the problems. To be honest, the whole thing completely turned me away from wanting to participate with the program. This speaker was rude to members of the audience as well.
- same stuff every year.

Breakout Session Title: **Where Do I fit in a Defense Company**

Breakout Attendance: 20

NatCon 2020 attendees were asked to rate the breakout sessions they attended on a scale of 1 (poor) to 5 (excellent) on six different categories. The average scores for each category are below

| | |
|-------------------|-----|
| Topic: | 3.8 |
| Length: | 3.9 |
| Usefulness: | 3.6 |
| Presentation: | 3.7 |
| Discussion / Q&A: | 3.8 |
| Overall: | 3.7 |

The attendees were also given the chance to provide comments, suggestions, and constructive feedback on the breakout session through an open-ended question. Their comments are below

- Subject was bland, the ppt was focused too much on their own company the presenter tried to be more open but not quite.
- The synopsis made it seem like this would be a more general overview. This ended up being more a specific recruiting tool for Raytheon. Which is fine because it can be transferable to other companies but in the end it was more on why Raytheon is good and why you should consider it as an employer. The overview on the app was just a little misleading. Maybe it would be better to get multiple companies in on the panel and not just one company.
- Great chart on the best qualities of veterans and pointing out that you can get hired without a degree!
- Talked about their company not how I fit in a Defense company.
- Outstanding breakout session led by Raytheon we are returning to our Campus with so much more knowledge, resources and motivation.
- It was a good look at Raytheon and their Programs and involvement. It was a good look at the culture and what to expect for a defense company, but wasn't really for me.
- Only presenters were from Raytheon, would have been beneficial to add an additional company.
- Took away some tips, but overall the breakout was not as helpful as I thought it would be.
- Great!
- Thank you.
- This felt like a infomercial for the host of the event.