**Post-NatCon 2020 Survey Report**

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**Analysis and Report Compiled by**

**Student Veterans of America Research Department**

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**NOT FOR PUBLIC DISTRIBUTION**

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# Introduction

516 response

# Respondent Demographics

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| **Which of the following best describes your role in which you attended SVA's National**  **Conference? (*select all that apply*)** |
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| **What is your current age?** |
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| **What is your current age?** |
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| **Which best describes your gender identity?** |
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| **Which of the following best described your military service?** |
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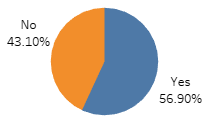
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| **What is your current military status?** |
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| **In what branch of the military did/do you serve?** |
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# Awards Banquet

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% |

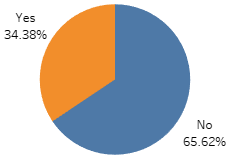


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| **NatCon 2020 Awards Banquet Ratings** |
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# Previous SVA NatCon Experience

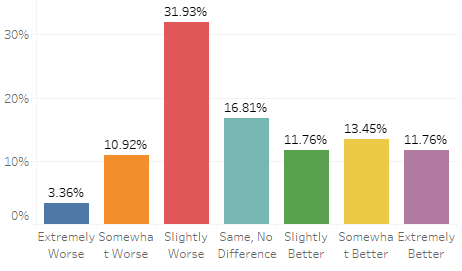
The 36.97% of the respondents that had attended a previous Natcon reported that NatCon 2020 was better than previous conferences they attended. 46.21% of respondent reported that NatCon 2020 worse than previous conference. Please check the appendix 1 for the open ended responses.

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| **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% |



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| --- | --- | --- |
| **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% |

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| --- | --- | --- |
| **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

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| **SVA Campus Rating for NatCon 2020** |
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| --- | --- | --- |
| **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.

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| --- | --- | --- |
| **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% |

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| --- | --- | --- |
| **What parts of the 2020 National Conference mobile app did you use? *(check all that apply)*** | | |
|  | **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% |

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| **SVA NatCon 2020 App Ratings** |
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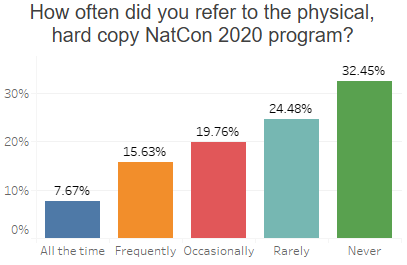
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| **SVA NatCon 2020 App Features Statement Ratings** |
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| **SVA NatCon 2020 App Future Use and Recommend to Others** |
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| **SVA NatCon 2020 App Future Use and Recommend to Others** |
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| --- | --- | --- |
| **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% |

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| **Which of the following were reasons you did not use the SVA NatCon Event App?**  ***(check all that apply)*** |
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# General Questions

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| **Rating of NatCon 2020 Areas** |
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| **NatCon 2020 Overall Customer Experience Ratings**  How would you rate your overall customer experience with the following groups? |
| **Conference volunteers** |
| **Hotel staff** |
| **SVA staff** |

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| **How would you rate the Breakout Session Tracks for this year's NatCon on the following?** |
| **Description** |
| **Usefulness in choosing a session** |
| **Appropriateness for NatCon** |
| **Likelihood if Attending Future Events or Recommending SVA Events to Others** |
| **How likely you to attend future SVA events?** |
| **How likely you to recommend to others to attend future SVA events?** |

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

* + '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. ",
  + '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.',
  + '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. ",
  + '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 itâ\x80\x99s 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 donâ\x80\x99t make much sense. ',
  + "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 alotted 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, ',
  + 'The quiet opening night speaker/Interview did not set an exciting tone not\nThere was no NATCON 2020 Arc Sign\n',
  + '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. ',
  + 'In order to see the campus I was required to skip breakout sessions that could help\n\nThe networking wasn\'t as good because people were focused on exploring LA\n\nThe vendors didn\'t seem to engage either they were just there. "Check out the website/ apply online"\n\nLess schools (recruiters) and ngos seemed to be there\n\nIt was still a good conference overall but I felt it was a disappointment.\n\n',
  + '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. ',
  + '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 were 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.',
  + '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. ',
  + "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.",
  + "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!\nFood: The food was not good at all. The breakfast was dry, the lunch had little flavor, and the dinner didn't impress me either.\nSpeakers/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.\nThe Internet should be included free in the rooms for checking email and other basic work needs. \nLast year in Orlando, I believe breakfast offered eggs and meat which is preferable to muffins, bagels, etc. Lunches were fine and appropriate. \nThe 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.\nOne 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\nThings that were better:\n\* refreshment/food was actually able to nurish attendees throughout the conference. It was disappointing that between scheduled food breaks there was no way to get coffee or snacks.\n\* The presense 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.\n\nThings 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.",
  + '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.',
  + 'Pacing was a lot better, more diverse and engaging speakers, better quality of breakout sessions, more diversity within breakout sessions. ',
  + "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).\n\nAlso no SVA t-shirts?\n\nNo printed programs and then glitchy app made for difficulties (ex. login / password features would crash / freeze, had to find laptop to login).",
  + "I liked that the secondary options for hotels were so close versus navigating the other resorts at coronado. \n\nI didn't like that there was no hotel shuttle. \n\nI did like there were more food options in LA\n\nI didn't love how the rooms were so spread out \n\nI 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. \n\nHonestly, 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.',
  + 'The location for the conference Los Angeles is significantly more expensive for a student, so why there?\nHotel 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. ',
  + '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. ',
  + "The location wasn't great, there wasn't a lot of room for students as compared to the Cornonado resort. But in general, my expectations were met.",
  + "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 heavly 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. \n\nNot 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. \n\nI'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. \n\nDisney hotels also made the scramble for a place to stay less stressful, and I was able to focus on the conference. \n\nReserved seating at the awards dinner was a great idea and made the event more enjoyable this year. \n\nDisney 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 couldnâ\x80\x99t 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. ',
  + "'- 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. \nI did enjoy that there was a little more free time built into the weekend. ',
  + '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.\n\nI 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 exersise 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 â\x80\x9cthe pointâ\x80?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.\n\nMost 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 venders 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. ',
  + '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. ',
  + '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. \n\nThe 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...\nAlso, ground transportation was a negative in Los Angeles\n\nI 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.\n\nMORNING PT SESSION THIS YEAR WAS SUPER FUN!\n\nPlease 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!',
  + 'In order to meet with companies you had to miss break out sessions. The flow of things did not work ',
  + '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.\nNicely done',
  + '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',
  + "I liked the separation of resource vendors vs hiring vendors.\nI liked the accessiblity (we could walk anywhere) to the city and affordable food options (being sequestered on a resort without transporation is not ideal)\nThe NatCon app was more familiar however there were stretches when it wasn't working.\nI like having access to presenter's material (those that shared it anyway), via the app\nLinkedIn accounts attached to registration was a stroke of genius\n",
  + '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 ',
  + '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 VSOs in the hallwall... weird',
  + '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',
  + "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.",
  + '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. ‘

# 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 registar 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)

* + '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.',
  + "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",
  + "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:\n1. 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.",
  + 'Corrective accuracy in the schedules',
  + 'Easy to use, informative, and well worth downloading.',
  + '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.',
  + 'Fewer notifications, fewer schedule changes',
  + 'Great Work...keep making it better every year...',
  + 'Great job and implementation.',
  + 'Great tool ',
  + 'Have updates for sessions change in the app. I received so many emails about this but no change or notice in the app. ',
  + '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.',
  + "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 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. ',
  + '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.',
  + 'I like the app it was very helpful in planning what breakout sessions to attend.',
  + 'I mostly used it to get information and timing on the breakout sessions, and it worked well for that.',
  + '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. ',
  + '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. ',
  + '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. ',
  + 'I used it as a scheduling tool and to find out information about panels and SVA Campus.',
  + "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.",
  + 'I used the app primarily for session scheduling and info on panelists. For my purposes I found the app very useful.',
  + "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 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',
  + 'I would have loved having access to a hard copy of the NatCon 2020 program accessible at any point during the event.',
  + "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 its reached max capacity so I can plan to attend another one instead.",
  + "I'd prefer to remove the hard copy NATCON program. Seems archaic & wasteful. Maybe put all that info on the app?",
  + "I'm not a mobile app person.",
  + '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)',
  + "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.",
  + '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.',
  + 'It will be great if we can add the option of downloading all information as pdf for using when offline. ',
  + '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.',
  + 'It would be nice to see the same level of excellence we saw at 2018 Disney',
  + '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. ',
  + "It's too clunky and UX needs to be cleaned up.",
  + "Just ensure the app and the program match. In some instances the app had breakout sessions but the program didn't or vice versa.",
  + 'Keep the mobile app. Great resource without having to carry extra "stuff."',
  + 'Keep using it! Might suggest doing away with the printed program to save trees and money :)',
  + '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.',
  + 'Make it easier to enter and leave breakout descriptions. The app lags and was glitchy during the conference. ',
  + 'Make sure to update the app if a session is canceled ',
  + 'Maps should match the session rooms, Gold rooms were hard to find.',
  + '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 ',
  + 'Mobile App was very glitchy and frustrating to use, especially when typing.',
  + 'More healthcare or human/social services companies present.',
  + '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. ',
  + 'N/A Did not use it.',
  + 'Need a help site at NATCON to assist with user issues like not having access to e-mail in order to get logged in.',
  + 'No suggestions right now',
  + '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. ',
  + 'None',
  + 'Only used it for the agenda and ended up muting it due to the excessive number of push notifications.',
  + 'Slow, sluggish would be how I would describe it. ',
  + '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. ',
  + 'Sometimes the app & the booklet did not coordinate',
  + 'Thank you for a great app.',
  + 'Thank you for providing this option.',
  + '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 wouldve 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. Iâ\x80\x99m 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.',
  + '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 didnâ\x80\x99t show up to the panel by the way, and it was showing a different event on the hard copy. ',
  + 'The app was not viewed properly on my Samsung Galaxy s10. \nI 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. \nAlso- the women who spoke in the pink pants (after Miss USA) was not included in the program. What was her name?',
  + '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 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. ',
  + '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.',
  + '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 ',
  + "The mobile app was great but there we're times were it was buggy and froze when trying to complete certain actions ",
  + "The mobile app was the easiest and best thing for this year's NatCon",
  + '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.',
  + '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. ',
  + '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 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.",
  + 'The push notifications could be a lot sometimes because of changes to schedules. ',
  + 'The push notifications were excessive - I received them both via the app and my email address',
  + "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. ",
  + "The website worked great. No wasteful paper, had all the information I needed and didn't have to download anything",
  + "There was a game option and we weren't given the game - which could have been an engagement piece.",
  + "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.",
  + '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',
  + 'There were no games on the app, I think that would be an excellent feature to add, or challenges for attendees to win prizes.',
  + '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. ',
  + 'There were very few job opportunities for animal and human medicine. ',
  + "They ran out of physical programs so I couldn't have one.",
  + 'This was an amazing app. It was very useful and easy to use.',
  + 'This was helpful as well ',
  + 'Very well organized. ',
  + '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.',
  + 'What was the point of the game? I really want to know',
  + '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?',
  + '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. ',
  + 'be able to design your schedule and share it with other members on your SVA team',
  + 'did not use',
  + 'some areas were a bit clunky. For example typing in the conversations area kept glitching out.',
  + 'was irritating that each time you were on a day you had to scroll through the entire dayÊ»s 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'

# 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)

* + ' Current national SVA objectives and how local chapters can commit to satisfy those objectives.',
  + "How to be a Feminine leader (idea that Simon talked about)\n- A track for Community Colleges\n- 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",
  + '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. ',
  + 'A workshop on Resumes with some hands on help and reviews of resumes would greatly benefit the veterans attending.',
  + 'Amazing networking',
  + 'Any tracks that have room enough for people to attend who want to.',
  + 'Anything addressing Parenting Student Veterans, keep a strong diversity & inclusion presence, ',
  + 'Appreciate the Higher-Ed Professional and Data/Metrics tracks.',
  + '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.',
  + 'As a person interested in veteran advocacy, perhaps a breakout session/track on nonprofit & advocacy ',
  + "As noted previously, my only issue was that there weren't enough sessions for higher ed professionals or data people.",
  + '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. ',
  + 'Breakfast was just coffee and bread, lunch was meat filled sandwiches, had to leave and find food else where. Next year just say "snacks" not breakfast and lunch.',
  + 'Bring back Linda Hinkle!',
  + 'Bring back the Protectors of the GI Bill',
  + '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. ',
  + "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. ",
  + 'Chapter Marketing from the ground up',
  + 'Community College Leaders Transferring to 4-Year Institutions. SVA Members Participating in National Organizations (VFW, Legion, etc.)',
  + 'Community College representation',
  + 'Community outreach',
  + 'Compensation, GI Bill',
  + 'Continue to focus on how to build/grow chapters. Incorporate advisors.',
  + '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.',
  + 'Discussion on the mental and physical issues affecting student veterans.',
  + 'Diversity and Inclusion, Mental and emotional wellness, Women leaders',
  + '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?',
  + 'Every time I went to breakout session it was full even though I registered online. ',
  + "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).",
  + 'Financial stability, getting credit right. Va loan',
  + 'Finding your purpose after the military',
  + 'Government agencies and more internships options ',
  + 'HUMAN SERVICES RECRUITMENT FOR EDUCATION, SERVICES AND EMPLOYMENT. REACH OUT TO SAVE A WARRIOR!',
  + 'Healthcare, Medicine, Sciences, Graduate degrees in Health Sciences ',
  + 'Highly recommend more action labs. ',
  + '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. ',
  + 'How colleges can connect with businesses to improve post graduate success of student veterans ',
  + 'How the best clubs succeed',
  + 'How to build a strategic plan, or update a poor one, for new or struggling SVAs.',
  + 'How to create a SVA chapter in your school/ university ',
  + 'How to engage your organization and campus with your community. More ideas on community service projects.',
  + '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. ',
  + 'How veterans can generate passive income in the civilian world.',
  + "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",
  + '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 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.",
  + "I didn't notice any breakout tracks or series. Maybe work to make them more noticeable? Are they even necessary? ",
  + 'I do not know of any right now.',
  + "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 session 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.",
  + '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 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 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.',
  + "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. ",
  + 'I noticed that the 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. ',
  + 'I really enjoyed the panels on different things that work for different schools. I like the diversity.',
  + '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. ',
  + 'I think there need to be more deliverables. There are a lot of "info" sessions, but few provided any tangible training/tools',
  + 'I thought it was great! ',
  + 'I was hoping to have more topics on reintegration on campuses, starting/improving student organizations, and getting ready for the civilian workforce',
  + '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. ',
  + '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.',
  + "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 would like to see more breakout sessions targeted toward STEM majors. ',
  + 'I would like to see more diversity breakout sessions that have more to do with ethnicity and the minority field.',
  + '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.',
  + '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. ',
  + 'I would like to see more of a focus on student veteran advocacy on campus. Please be more critical of session proposals. ',
  + '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.',
  + "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.",
  + 'I would like to see more sessions having to do with small schools.',
  + '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.',
  + '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 intrest. 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 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 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.',
  + '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 cant connect to their fellow student body',
  + 'I would not have changed the tracks in any way.',
  + 'I would say concentrate more in quality of these sessions rather than quantity. ',
  + "I'd like a deeper dive session on chapter fundraising and working with organizations seeking to donate.",
  + "I'd like a session geared toward student veteran engagement on campus. ",
  + "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...",
  + 'Ideas and how to provide successful events and milestones throughout the semester! ',
  + 'Information for students who are dependents. ',
  + "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. ",
  + '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."',
  + "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.",
  + 'Iâ\x80\x99d 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. ',
  + '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.',
  + 'Medical field. ',
  + "Mental Health, First Natcon (I don't know why I am here?), track for students, track for advisors, track for VSOs ",
  + 'More STEM breakouts, and graduate options. Also, maybe one on getting involved with the next NATCON as a volunteer. ',
  + 'More STEM related material for Vets. ie medical schools and other related info for STEM majors.',
  + 'More VA HR personnel.',
  + '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',
  + 'More about science/research careers. Also, I would like to see more information about FBI/CIA jobs.',
  + 'More balance on Female veterans issues.',
  + 'More breakout sessions on Policy and women veterans',
  + 'More career/professional development, branding, resumes, etc would be better.',
  + 'More careers in healthcare presentations. More time between sessions',
  + 'More chapter oriented sessions',
  + 'More corporation taught tracks on what is expected from veteran employees ie interview processes',
  + '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. ',
  + 'More focus and health and well-being.',
  + 'More for medical jobs ',
  + '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. ',
  + 'More health-related ',
  + '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 or 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.',
  + '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. ',
  + 'More information on internships, scholarships, and personal statement writing.',
  + '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',
  + 'More information regarding community colleges!',
  + "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. ",
  + '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 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!",
  + 'More representation for Health Care related fields ',
  + 'More sessions interacting with other chapters, more info on continuity',
  + 'More small business',
  + 'More small business help, branding, marketing. Veterans mental health. Non profit',
  + "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. ",
  + '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.',
  + '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.',
  + 'Not sure I have other topics. I only wish I could have attended more...schedule conflicts have to pick one.',
  + '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.',
  + 'Racial Equity among your chapter \nPracticing Ethics\nEmotional Intelligence\nStress Management \nConflict management\nEmpowering and Delegating\nChoosing your team',
  + 'Real things like how to combat homelessness, addiction, and incarceration in student veterans. ',
  + 'Resilience, military to veteran transition, customer service',
  + 'SBA and opportunities for SVA attendees in small business loans, franchises, being a small business owner after collegiate path. ',
  + "See previous comment about offering a Chaplain's breakout time each day for the faiths who use that particular day as a Sabbath",
  + '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.',
  + 'Service to School, Warrior Scholar Project, A brief about predatory for-profit colleges',
  + 'Session that focus on healthcare profession students.',
  + '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.',
  + 'Some descriptions did not match or were misleading to the actual content of a few of the breakout sessions.',
  + 'Some of the classes in the booklet schedule was different from the NATCON2020 app',
  + 'Some rooms where to small. I have to leave one session because it was way to crowded. ',
  + 'Some that suggest that it is okay to be involved with other ordinary track students on campus. More on internship and scholarship opportunities.',
  + 'Something about ways women can build each other up, or how we can network together, or how we can gain more recognition as veterans.',
  + "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.",
  + 'Sustainability and the environment ',
  + 'Sustainability and the environment. ',
  + "The Tracks made sense to me. Not sure I'd add anything new but maybe expand offerings within the tracks themselves.",
  + '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.',
  + '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.\n\nI 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',
  + "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",
  + 'There are too many sessions of researchers presenting findings but to giving recommendations. There need to be more how to sessions. ',
  + '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.',
  + 'There were a lot of repeats and some that should have been repeated. More on research is important. ',
  + '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 deligations 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. ',
  + 'They were all repetitive. There was multiple similar tracks at the same time. They all appeased the larger schools and companies. Itâ\x80\x99s 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 weâ\x80\x99re too small for you guys. Itâ\x80\x99s cool though because theyâ\x80\x99ll keep going to your event every year after I graduate.',
  + "They weren't advertised as well as last year? Didn't seem to notice them. I definitely liked them at NATCON 2019.",
  + 'This area was perfect but presenters did not meet expectations based on descriptions.',
  + '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.\n\nAs 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 werenâ\x80\x99t many veterans present that are going to school to be teachers.',
  + 'Usajobs application process ',
  + 'Veteran identity was very informative last year and should be included every year.',
  + '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.',
  + 'Veterans with service animals, Stuff on invisible disabilities, Ways to engage fellow veterans on campus, something that bridges all era veterans who were there.',
  + 'Vets in Tech series, Cybersecurity Keynotes, More exposure to higher education opportunities/certificates in cybersecurity',
  + '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. ',
  + '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 that that it was better than expected.',
  + '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 ',
  + 'Would like to see more than just tech jobs ',
  + '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 to advanced for me.',
  + 'more state assistance and programs to help with upper level degrees (especially PHD) ',
  + 'tracks for how to partner with communities and school to provide better childcare for student veterans',
  + 'women, LGBTQ, university/campus officials and how they support our chapters, service animals on campus'

# 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)

* + 'Amazing community service that this institution was able to provide veterans with the Veteran History Project. ',
  + '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.',
  + '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.',
  + 'Better description of presentation would have been helpful - I was excited by what I read but disappointed by what I heard and saw.',
  + 'Both of the presenters worked well with each other and feed off of each other lead ',
  + '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?',
  + '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. ',
  + 'Fast paced, but good. Wasnâ\x80\x99t familiar with some of the references and terms, but it was good.',
  + 'Good use of data',
  + 'Great chart on the best qualities of veterans and pointing out that you can get hired without a degree!',
  + 'Great session',
  + 'Great technology.',
  + 'Great!',
  + "I didn't know this was for grad school. Better title next time",
  + '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. ',
  + 'I learned so much in this session about opportunities and networking',
  + 'I really appreciate the idea I got from this presentation to bring this to our chapter, but why focus on just one addition?',
  + '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. ',
  + '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. ',
  + 'I was expecting more than one type of opportunities for my school. Topic title is inaccurate and recommend changing to something different',
  + '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',
  + '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.',
  + "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. ",
  + 'It was just the story of the evolution of the UNC Veteran Program. ',
  + '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!',
  + 'Keep up the great work!',
  + 'Needed more Q/A time.',
  + 'Nice to learn about another school and their challenges, but their were not any real takeaways that the title implies.',
  + 'Not really what we were expecting. It seemed like just an ad for the VFW fellowship.',
  + 'Only presenters were from Raytheon, would have been beneficial to add an additional company ',
  + "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. ",
  + 'Outstanding breakout session led by Raytheon we are returning to our Campus with so much more knowledge, resources and motivation ',
  + 'Probably the BEST session I attended!',
  + "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.",
  + 'Professional and Knowledgeable presenters',
  + 'Subject was bland, the ppt was focused too much on their own company the presenter tried to be more open but not quite. ',
  + 'Talked about their company not how I fit in a Defense company.',
  + '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.',
  + 'Thank you.',
  + '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 there 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.',
  + '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. ',
  + '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.',
  + "The session was fine, there were a couple good points made, but overall I don't think I learned anything new. ",
  + "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.",
  + '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 mulitple companies in on the panel and not just one company. ',
  + "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. ",
  + 'The topic idea is great, but the presenter was terrible. ',
  + '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.',
  + '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.',
  + "There definitely could've be more diversity on that panel 1000%. \nI could've been on that panel for crying out loud! ",
  + 'There should be more sessions like this',
  + 'There was quite a lot of information and graphs, it just confused me more. It was actually a little boring...sorry :(. ',
  + '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.',
  + "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 felt like a infomercial for the host of the event.',
  + '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 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. ',
  + 'This something that will be coming to campus this spring or fall of 2020 ',
  + "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.",
  + '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.',
  + 'This was incredibly boring and I did not stay for the whole thing because all of the fellowships required several years of language proficiency.',
  + 'This was the Best Session I attended at NatCon very useful and informative. ',
  + '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. ',
  + 'Took away some tips, but overall the breakout was not as helpful as I thought it would be.',
  + 'Very data heavy, which was good. Would like to have seen more summarized "bottom-lines" from the data to take back with us. ',
  + 'Very good info ',
  + '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++',
  + 'Would be nice to have more entrepreneurs on the panel ',
  + '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. ',
  + 'Would love to see this next year!',
  + 'same stuff every year. '

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

* + '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. ',
  + 'Fuck Raytheon and any company that profits from dead kids in other countries. Otherwise, this was a great event.',
  + "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. ',
  + 'The music portion was awkward as hell. What happened to a dinner jazz band? Bring in a military band to perform next year.',
  + 'I really appreciated having assigned seats as we knew weâ\x80\x99d have seats. Not sure what the thought was layout wise. Would also be nice to have signs knowing which table is from where. \n\nIt 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. \n\nI still have no clue who Major is and he didnâ\x80\x99t seem to fit in with the event. Same with other speakers. Iâ\x80\x99d 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.",
  + '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... ',
  + '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?\nThe 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. \n\nAlso, 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. ',
  + "Yikes! This was a bit of a disaster guys. This was my sixth SVA NatCon and while 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 bar was extremely expensive but overall impressed!',
  + 'The guest performers were terrible ',
  + '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 wasnâ\x80\x99t 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.',
  + '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! ',
  + '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?',
  + "Major, in my opinion, made people feel uncomfortable. I 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. I 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. ",
  + "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. ",
  + "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 thats 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 an 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 vegatables (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. Thats 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. ",
  + "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',
  + '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 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. ',
  + '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. ',
  + 'Great event!',
  + "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. ",
  + '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.\n\nOther 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. ',
  + "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",
  + '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.',
  + "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. ",
  + '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!\nGreat 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.",
  + 'I am not sure how many were aware of the loud concert to be placed in the middle of the event. ',
  + '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!\n\nOne improvement is the "moment of silence for our country" by the singer. WTF? \nWithout 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. \n\nFact 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 dont 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.\n\nWhat\'s next, an entertainer that uses our venue to take a knee during the National Anthem? \n\nOverall, 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 overwhelimg 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. \nThe 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. \n\nThe 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.\n\nFor my all my issues, I do have some solutions. Overall I\'d say start with changing the lense, 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 Lipsocmbe Jr\n1st Special Forces Group \n2nd battalion, B co, ODA 1223 SSG, 18D (2012-2015)',
  + 'No free wine at the table,
  + 'It ran too long and having an hour to ea dinner with no content presented was not an efficient use to time',
  + 'Great banquet. I was still hungry after dinner. Also, I would like a juice option to drink. I dont 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.'

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

* + ' Current national SVA objectives and how local chapters can commit to satisfy those objectives.',
  + "'- How to be a Feminine leader (idea that Simon talked about)\n- A track for Community Colleges\n- 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",
  + '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. ',
  + 'A workshop on Resumes with some hands on help and reviews of resumes would greatly benefit the veterans attending.',
  + 'Amazing networking',
  + 'Any tracks that have room enough for people to attend who want to.',
  + 'Anything addressing Parenting Student Veterans, keep a strong diversity & inclusion presence, ',
  + 'Appreciate the Higher-Ed Professional and Data/Metrics tracks.',
  + '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.',
  + 'As a person interested in veteran advocacy, perhaps a breakout session/track on nonprofit & advocacy ',
  + "As noted previously, my only issue was that there weren't enough sessions for higher ed professionals or data people.",
  + '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. ',
  + 'Breakfast was just coffee and bread, lunch was meat filled sandwiches, had to leave and find food else where. Next year just say "snacks" not breakfast and lunch.',
  + 'Bring back Linda Hinkle!',
  + 'Bring back the Protectors of the GI Bill',
  + '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. ',
  + "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. ",
  + 'Chapter Marketing from the ground up',
  + 'Community College Leaders Transferring to 4-Year Institutions SVA Members Participating in National Organizations (VFW, Legion, etc.)',
  + 'Community College representation',
  + 'Community outreach',
  + 'Compensation, GI Bill',
  + 'Continue to focus on how to build/grow chapters. Incorporate advisors.',
  + 'Disability and VA medical/insurance, veterans with military spouses, how the community views veterans and how to handle when that negative, Transitioning veterans, how to go about a job interview, etc.',
  + 'Discussion on the mental and physical issues affecting student veterans.',
  + 'Diversity and Inclusion, Mental and emotional wellness, Women leaders',
  + '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?',
  + 'Every time I went to breakout session it was full even though I registered online. ',
  + "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).",
  + 'Financial stability, getting credit right. Va loan',
  + 'Finding your purpose after the military',
  + 'Government agencies and more internships options ',
  + 'HUMAN SERVICES RECRUITMENT FOR EDUCATION, SERVICES AND EMPLOYMENT. REACH OUT TO SAVE A WARRIOR!',
  + 'Healthcare, Medicine, Sciences, Graduate degrees in Health Sciences ',
  + 'Highly recommend more action labs. ',
  + '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. ',
  + 'How colleges can connect with businesses to improve post graduate success of student veterans ',
  + 'How the best clubs succeed',
  + 'How to build a strategic plan, or update a poor one, for new or struggling SVAs.',
  + 'How to create a SVA chapter in your school/ university ',
  + 'How to engage your organization and campus with your community. More ideas on community service projects.',
  + '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. ',
  + 'How veterans can generate passive income in the civilian world.',
  + "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",
  + '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 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.",
  + "I didn't notice any breakout tracks or series. Maybe work to make them more noticeable? Are they even necessary? ",
  + 'I do not know of any right now.',
  + "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 session 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.",
  + '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 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 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.',
  + "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. ",
  + 'I noticed that the 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. ',
  + 'I really enjoyed the panels on different things that work for different schools. I like the diversity.',
  + '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. ',
  + 'I think there need to be more deliverables. There are a lot of "info" sessions, but few provided any tangible training/tools',
  + 'I thought it was great! ',
  + 'I was hoping to have more topics on reintegration on campuses, starting/improving student organizations, and getting ready for the civilian workforce',
  + '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. ',
  + '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.',
  + "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 would like to see more breakout sessions targeted toward STEM majors. ',
  + 'I would like to see more diversity breakout sessions that have more to do with ethnicity and the minority field.',
  + '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.',
  + '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. ',
  + 'I would like to see more of a focus on student veteran advocacy on campus. Please be more critical of session proposals. ',
  + '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.',
  + "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.",
  + 'I would like to see more sessions having to do with small schools.',
  + '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.',
  + '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 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 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.',
  + '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 cant connect to their fellow student body',
  + 'I would not have changed the tracks in any way.',
  + 'I would say concentrate more in quality of these sessions rather than quantity. ',
  + "I'd like a deeper dive session on chapter fundraising and working with organizations seeking to donate.",
  + "I'd like a session geared toward student veteran engagement on campus. ",
  + "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...",
  + 'Ideas and how to provide successful events and milestones throughout the semester! ',
  + 'Information for students who are dependents. ',
  + "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. ",
  + '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."',
  + "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.",
  + 'Id 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. ',
  + '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.',
  + 'Medical field. ',
  + "Mental Health, First Natcon (I don't know why I am here?), track for students, track for advisors, track for VSOs ",
  + 'More STEM breakouts, and graduate options. Also, maybe one on getting involved with the next NATCON as a volunteer. ',
  + 'More STEM related material for Vets. ie medical schools and other related info for STEM majors.',
  + 'More VA HR personnel.',
  + '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',
  + 'More about science/research careers. Also, I would like to see more information about FBI/CIA jobs.',
  + 'More balance on Female veterans issues.',
  + 'More breakout sessions on Policy and women veterans',
  + 'More career/professional development, branding, resumes, etc would be better.',
  + 'More careers in healthcare presentations. More time between sessions',
  + 'More chapter oriented sessions',
  + 'More corporation taught tracks on what is expected from veteran employees ie interview processes',
  + '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. ',
  + 'More focus and health and well-being.',
  + 'More for medical jobs ',
  + '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. ',
  + 'More health-related ',
  + '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 or 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.',
  + '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. ',
  + 'More information on internships, scholarships, and personal statement writing.',
  + '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',
  + 'More information regarding community colleges!',
  + "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. ",
  + '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 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!",
  + 'More representation for Health Care related fields ',
  + 'More sessions interacting with other chapters, more info on continuity',
  + 'More small business',
  + 'More small business help, branding, marketing. Veterans mental health. Non profit',
  + "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. ",
  + '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.',
  + '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.',
  + 'Not sure I have other topics. I only wish I could have attended more...schedule conflicts have to pick one.',
  + '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.',
  + 'Racial Equity among your chapter. Practicing Ethics Emotional Intelligence Stress Management Conflict management Empowering and Delegating Choosing your team',
  + 'Real things like how to combat homelessness, addiction, and incarceration in student veterans. ',
  + 'Resilience, military to veteran transition, customer service',
  + 'SBA and opportunities for SVA attendees in small business loans, franchises, being a small business owner after collegiate path. ',
  + "See previous comment about offering a Chaplain's breakout time each day for the faiths who use that particular day as a Sabbath",
  + '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.',
  + 'Service to School, Warrior Scholar Project, A brief about predatory for-profit colleges',
  + 'Session that focus on healthcare profession students.',
  + '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.',
  + 'Some descriptions did not match or were misleading to the actual content of a few of the breakout sessions.',
  + 'Some of the classes in the booklet schedule was different from the NATCON2020 app',
  + 'Some rooms where to small. I have to leave one session because it was way to crowded. ',
  + 'Some that suggest that it is okay to be involved with other ordinary track students on campus. More on internship and scholarship opportunities.',
  + 'Something about ways women can build each other up, or how we can network together, or how we can gain more recognition as veterans.',
  + "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.",
  + 'Sustainability and the environment ',
  + 'Sustainability and the environment. ',
  + "The Tracks made sense to me. Not sure I'd add anything new but maybe expand offerings within the tracks themselves.",
  + '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.',
  + '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"',
  + "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",
  + 'There are too many sessions of researchers presenting findings but to giving recommendations. There need to be more how to sessions. ',
  + '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.',
  + 'There were a lot of repeats and some that should have been repeated. More on research is important. ',
  + '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 deligations 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. ',
  + 'They were all repetitive. There was multiple similar tracks at the same time. They all appeased the larger schools and companies. Its 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 we are too small for you guys. Its cool though because they’ll keep going to your event every year after I graduate.',
  + "They weren't advertised as well as last year? Didn't seem to notice them. I definitely liked them at NATCON 2019.",
  + 'This area was perfect but presenters did not meet expectations based on descriptions.',
  + '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.',
  + 'USA jobs application process ',
  + 'Veteran identity was very informative last year and should be included every year.',
  + '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.',
  + 'Veterans with service animals, Stuff on invisible disabilities, Ways to engage fellow veterans on campus, something that bridges all era veterans who were there.',
  + 'Vets in Tech series, Cybersecurity Keynotes, More exposure to higher education opportunities/certificates in cybersecurity',
  + '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. ',
  + '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 that that it was better than expected.',
  + '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 ',
  + 'Would like to see more than just tech jobs ',
  + 'maybe some first time stuff. I only set up a LinkedIn account so I could attend the conference. I did take the breakout session about LinkedIn, but I thought that it was a little to advanced for me.',
  + 'more state assistance and programs to help with upper level degrees (especially PHD) ',
  + 'tracks for how to partner with communities and school to provide better childcare for student veterans',
  + 'women, LGBTQ, university/campus officials and how they support our chapters, service animals on campus'

# Appendix 10: Ratings and Comments for the Individual Breakout Sessions