

Surviving as a One-Person Veterans Resource Officer/SCO

Jefferson State Community College serves around 300 military-connected students across four campus locations with one dedicated staff member to the military connected population. With purpose, strategy, and heart, one person can make a meaningful impact on the lives of those who have served.

Rose Marie C. Cobb

Veterans & Military Affairs Coordinator – Jefferson State CC

VP of Training – Alabama Veterans Affairs Association





Understanding Your Students

Demographics

- Average age: 25–35 (vs. 18–22 for traditional students).*
- 63% perceive faculty lack understanding of their needs.*
- Military-connected students include dependents, NG &
- Reservists.

Unique Needs

- Transition support
- Benefits navigation
- Academic readiness
- Peer connection
- Flexible policies

Strengths

- Leadership experience
- Cohesive Teammate
- Discipline
- Goal oriented
- Adaptability

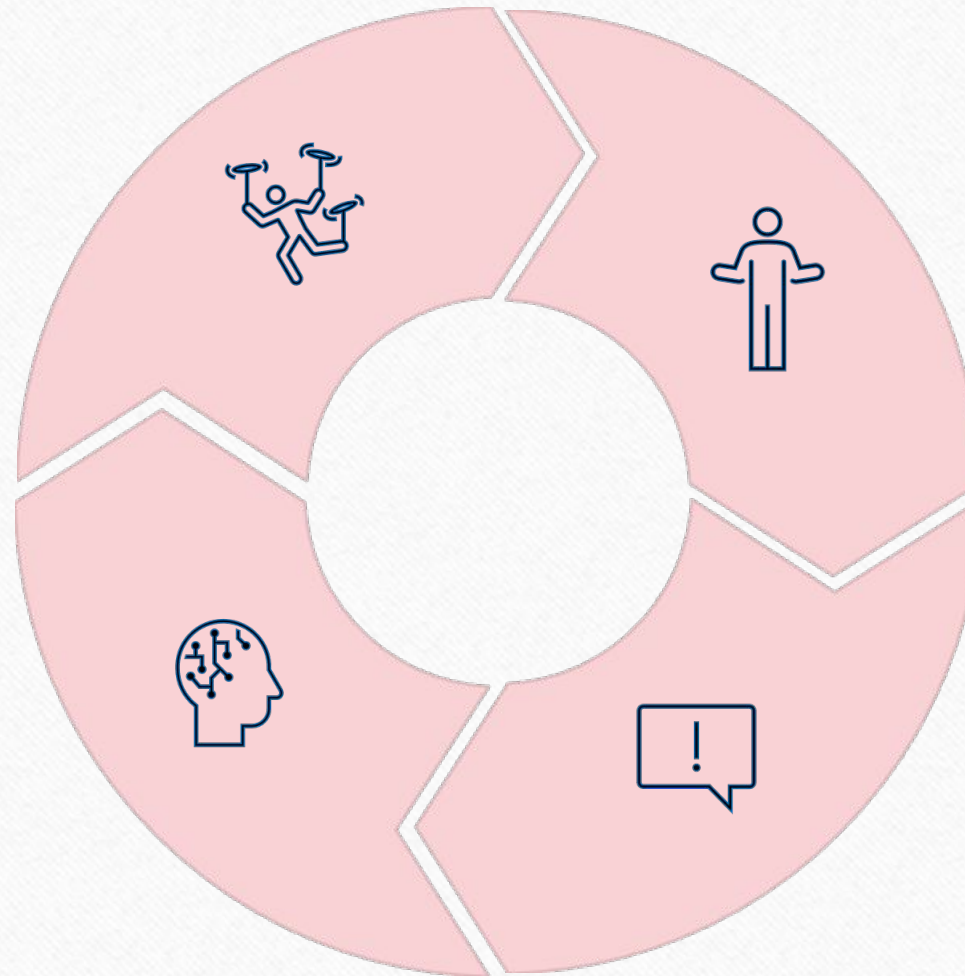
Solo Strain Syndrome

Juggling Multiple Roles

Operating solo means wearing many hats: FA, VA, Bursar, Registrar, Compliance & Customer Service.

Multitasking Crisis

From student support to certifying students to your other tasks, the load is intense & constant.



No Backup

Overwhelmed at the start of the semester. Limited to no coverage during illness, vacations, or emergencies increases stress.

High Stakes

Errors can cause delays in GI Bill payments, negatively impact student welfare, & create compliance issues.

What is a VRO/SCO (Really)?



Certification Management

Ensure timely & correct reporting of VA benefits.



Student Services

Missing information risks student benefits.



Compliance

Ensure adherence to VA & institutional policies.



Counselor

Provide guidance, problem resolution & benefit navigation.





Organizing Your Operations



Establish Clear Guidelines

Create structured processes for military-connected students.



Develop User-Friendly Resources

Maintain an accessible webpage dedicated to VA benefits.



Implement Tracking Systems

Monitor student veterans' progress and engagement regularly.



Communication & Outreach Strategy

Provide handouts, set up auto-reply email, & informative voicemail.

Streamline Services for Efficiency

Leverage Technology

Use your existing software systems to maximum advantage.
Implement digital forms for faster processing.

Offer Flexible Access

Provide virtual meeting options for busy student veterans.
Create comprehensive resource links on your website.

Maintain Regular Communication

Send consistent emails to keep students informed and engaged.
Create templates for common communications.



SAAADMS Screen – Admissions

Admissions Application SAAADMS 9.3.30.2 (PROD) (JSCC)



ID: [REDACTED] Term: View Current/Active Curricula:



Application Curricula Fees, Mail Submission, Withdrawal Data Checklist Sources, Interests, Comments Contacts, Cohorts, Attributes

APPLICATION



| | | | | | |
|-----------------|--------|-----|---------------------|---|---------------------------|
| Entry Term | 202410 | *** | Fall 2023 | Application Preference | |
| Application No. | | | | Application Date | 05/22/2023 |
| Admission Type | UA | *** | Unconditional Admit | Full or Part Time | |
| Student Type * | T | *** | Transfer | <input type="checkbox"/> Outstanding Requirements | |
| Residence * | I | *** | In State Resident | Application Status | Complete Ready for review |
| Site | | *** | | Application Status Date | 05/30/2023 |
| | | | | Maintained By | S SYSTEM |
| | | | | Application Decision | CA Conditionally Admitted |
| | | | | Application Decision Date | 05/22/2023 |
| | | | | Maintained By | S SYSTEM |

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CURRICULA SUMMARY - PRIMARY



| Priority | Term | Program | Catalog | Level | Campus | College | Degree |
|----------|--------|-----------------------------|---------|---------------|---------------|-----------------|----------------------|
| 1 | 202410 | AS Emergency Med Serv (USA) | 202410 | Undergraduate | Shelby/Hoover | Jefferson State | Associate in Science |

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FIELD OF STUDY SUMMARY



Attached to Major Details

| Priority | Term | Type | Field of Study | Department | Attached to Major |
|----------|--------|-------|--------------------------|---------------|-------------------|
| 1 | 202410 | Major | Emergency Med Serv (USA) | Allied Health | |

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SAAADMS Screen – Admissions Application

Admissions Application SAAADMS 9.3.30.2 (PROD) (JSCC)



ID: XXXXXXXXXX Term: View Current/Active Curricula:



Application Curricula Fees, Mail Submission, Withdrawal Data **Checklist** Sources, Interests, Comments Contacts, Cohorts, Attributes

APPLICATION CHECKLIST

| Admission Request * | Description | Received Date | Item | Item Description | Mandatory Indicator | Print Indicator | First Request | Last Request |
|---------------------|------------------------------|---------------|--------|---------------------------|-------------------------------------|-------------------------------------|---------------|--------------|
| HST1 | Final High School Transcript | 05/24/2022 | 011438 | Helena High School | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| CLT1 | College Transcript | 05/13/2022 | 001933 | Lawson State Cmty College | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| CLT2 | College Transcript | 05/30/2023 | 002851 | Herzing Univ Al wg | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |

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SOAPCOL Screen – Prior College

Prior College SOAPCOL 9.3.30 (PROD) (JSCC)



ID: [REDACTED]

Prior College and Degree | Majors, Minors, Concentrations | Prior College Address

▼ PRIOR COLLEGE

| | | | | |
|---|------------|---------------------------|--------------------------|-----------------------------|
| Prior College | 001933 | Lawson State Cmty College | Transcript Reviewed Date | 05/19/2022 |
| Transcript Received Date | 05/13/2022 | | Admissions Request | CLT1 *** College Transcript |
| <input checked="" type="checkbox"/> Official Transcript | | | Enrollment Plan | |
| | | | Service Code | |

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▼ DEGREE DETAILS

| | | | |
|---|-----------------------|----------------|-------------|
| Degree | 000000 *** Undeclared | College | *** |
| Degree Date | | Transfer Hours | 39.000 |
| <input type="checkbox"/> Primary Degree Indicator | | GPA | 3.300000000 |
| Attended From | 08/07/2020 | Honors | *** |
| Attended To | 12/07/2021 | Goal | *** |

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SPACMNT Screen – Person Comment

Person Comment SPACMNT 9.3.30.2 (PROD) (JSCC)



ID: [REDACTED]



PERSON COMMENT



| | | | |
|----------------|------------------------------|--|-----------------|
| Comment Type * | ADM *** Admissions Comment | To Time | |
| Originator | *** | <input type="checkbox"/> Confidentiality | |
| Contact | *** | Add Date | 05/17/2022 |
| Contact Date | 05/17/2022 | Activity Date | 07/19/2023 |
| | Appointments | Last Updated by | A00654651_JSIFE |
| From Time | | | |

Comment: **Herzing U – hrs 10 / gpts 31 / gpa 3.10 JS** **1**
Lawson Univ – hrs 49 / gpts 129 / gpa 3.30 avg
CUM – hrs 49 / gpts 160 / gpa 3.26 JS

5/23/22 - Rec'd Joint Services Transcript **2**
Credit posted: PED 100, HED 221, AUT 102, AUT 208.
No other credit to post. JS

Narrative Comments

Application Details

| | | | | | | | |
|-------------------------------|----------|--------------|--|---------------|--|------|--|
| Admissions Application Number | 3 | Interview ID | | Decision Code | | Term | |
|-------------------------------|----------|--------------|--|---------------|--|------|--|

SPACMNT Screen – Person Comment



Paul Johnson



Reply

Reply all

Forward



To: Jimmie Sipe

Fri 5/30/2025 3:01 PM

Cc: Angela Collins; Rose Marie Cobb; Allan Castleberry



Good afternoon, Mr. Sipe,

Thank you for reaching out regarding the Joint Services Transcript evaluation.

After reviewing the transcript and the ACE Identifiers provided, we have made the following course equivalency recommendations based on the student's military training:

NEC-7618 → Equivalent to **AUT130 Hydraulics and Pneumatics**

NER-AS-003 → Equivalent to **ELM200 DC Circuits**

NER-AS-004 → Equivalent to **ELM201S AC Circuits**

Also covers material in **ELM205 Electronics 1**

NEC-7616 → Equivalent to **MET220 Mechanical Systems 1**

Also covers material in **MET190 Mechanical Tools**

NEC-7615 → Equivalent to **ELM215 Industrial Controls**

NEC-7222 → Equivalent to **AUT186 Industrial Maintenance Welding**

Please let us know if you need any additional information or documentation to proceed.

SFARGEQ Screen – Registration Inquiry

Registration Query SFAREGQ 9.3.33.1 (PROD) (JSCC)



Term: 202520

Registration From:

Date

ID:

Go

Registration To Date:

Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.

Registration Query SFAREGQ 9.3.33.1 (PROD) (JSCC)



Term: 202520 Registration From Date: Registration To Date: ID: 100057770



REGISTRATION QUERY



| Term | CRN | Subject | Course | Credit Hours | Registration Status | Start Date | End Date | Begin Time | End Time | Mon | Tue | Wed | Thu | Fri | Sat | Campus | Instructional Method | Building | Room | Instructor |
|--------|-------|---------|--------|--------------|---------------------|------------|------------|------------|----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|----------------------|----------|------|--------------------|
| 202520 | 20010 | ART | 100 | 3.000 | RE | 01/06/2025 | 05/02/2025 | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OL | ONL | JCBDH | 219 | Avery, Camilla S. |
| 202520 | 21514 | SPH | 107 | 3.000 | RE | 01/06/2025 | 05/02/2025 | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OL | ONL | SCGSB | 214 | Brooks, Michael J. |
| 202520 | 22286 | ENG | 101 | 3.000 | RE | 01/06/2025 | 05/02/2025 | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OL | ONL | SCGSB | 214 | Isbell, Julie M. |

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RSIAREV Screen – Account Details

Account Detail Review Inquiry RSIAREV 9.3.26 (PROD) (JSCC)



ID:

Holds: Confidential

Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.

ID: Holds: [View Holds](#) Confidential

ACCOUNT DETAIL

| Detail Code | Detail Code Description | Term | Charge | Payment | Balance | Aid Year | Period | Original Charge | Effective Date | Transaction Date | Transacti |
|-------------|------------------------------|--------|---------|---------|---------|----------|--------|-------------------------------------|----------------|------------------|-----------|
| P008 | Web Payment | 202520 | | 144.00 | 0.00 | | | <input type="checkbox"/> | 02/05/2025 | 02/05/2025 | |
| TD02 | Out of State Tuition-DL | 202520 | -387.00 | | 0.00 | | | <input type="checkbox"/> | 01/22/2025 | 01/22/2025 | |
| T015 | Out of State Tuition-Chilton | 202520 | -387.00 | | 0.00 | | | <input type="checkbox"/> | 01/22/2025 | 01/22/2025 | |
| T015 | Out of State Tuition-Chilton | 202520 | 387.00 | | 0.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| T014 | Tuition-Chilton | 202520 | 387.00 | | 387.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| FB01 | Pioneer Pack | 202520 | 72.00 | | 72.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| FE15 | ACCS Enhancement Fee-Chilton | 202520 | 30.00 | | 30.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| F043 | Technology Fee-Chilton | 202520 | 27.00 | | 27.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| F032 | Reserve Fee-Chilton | 202520 | 3.00 | | 3.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |
| F021 | Renewal Fee-Chilton | 202520 | 27.00 | | 27.00 | | | <input checked="" type="checkbox"/> | 11/18/2024 | 11/18/2024 | |

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ACCOUNT SUMMARY

| | | | |
|-----------------|----------|------------------------|------|
| Query Balance | 1,020.00 | Authorized Aid Balance | 0.00 |
| Account Balance | 1,020.00 | Applicant Pay? | N |
| Amount Due | 1,020.00 | NSF Count | 0 |
| Memo Balance | 0.00 | | |

SOAHOLD Screen – Hold Information

Hold Information SOAHOLD 9.3.30 (PROD) (JSCC)



D: [REDACTED]

HOLD DETAILS



| Hold Sequence | Hold Type * | Hold Type Description | Reason | Release Indicator | Amount | From * | To * | Origination Code | Origination Code Description |
|---------------|-------------|-----------------------|--------------------------|--------------------------|--------|------------|------------|------------------|------------------------------|
| 3099722 | VT | Veterans Hold | Chapter 33 Post 9/11 | <input type="checkbox"/> | | 01/24/2025 | 03/10/2025 | | |
| 2582439 | VT | Veterans Hold | Chapter 33 Post 9/11 | <input type="checkbox"/> | | 08/20/2024 | 10/14/2024 | | |
| 2917433 | VT | Veterans Hold | Chapter 33 Post 9/11 | <input type="checkbox"/> | | 05/07/2024 | 05/29/2024 | | |
| 2834585 | VT | Veterans Hold | Chapter 33 Post 9/11 | <input type="checkbox"/> | | 12/07/2023 | 01/12/2024 | | |
| 2755489 | VT | Veterans Hold | Chapter 33 Post 9/11 | <input type="checkbox"/> | | 08/24/2023 | 10/15/2023 | | |
| [REDACTED] | *** | [REDACTED] | [REDACTED] | <input type="checkbox"/> | | 02/11/2025 | 12/31/2099 | | |
| 2690798 | AD | Admission Hold | App Reviewed Term 202410 | <input type="checkbox"/> | | 05/22/2023 | 09/23/2023 | | |
| 2652063 | RA | Must Reapply | Reapplied Fall 2023 | <input type="checkbox"/> | | 03/10/2023 | 05/23/2023 | ADMS | Admissions Office |
| 1882036 | AD | Admission Hold | App Reviewed Term 202320 | <input type="checkbox"/> | | 09/21/2022 | 09/22/2022 | | |
| 2552937 | RA | Must Reapply | Reapplied Spring 2023 | <input type="checkbox"/> | | 06/08/2022 | 09/22/2022 | ADMS | Admissions Office |
| 2542415 | AD | Admission Hold | App Reviewed Term 202230 | <input type="checkbox"/> | | 05/19/2022 | 05/20/2022 | | |

Additional Helpful Screens

- ❖ **SOATEST** – Use this screen to access placement test scores (HS scores, ACT, ACCUPLACER).
- ❖ **SFASTCA** – Use this screen to see schedule changes (No Show, Drops, etc).
- ❖ **SHATERM** – Use this screen to see GPA and to calculate academic progress for SAP.
- ❖ **SPAIDEN** – Use this screen for student contact information (phone, email, address).
- ❖ **ROAENRL** – Use this screen to confirm classes count for the major. Certain prerequisites will show as not counting, but students will still need them to move through their degree.
- ❖ **ROASTAT** – Use this screen to check SAP for the student.
- ❖ **RPAAWRD** – Use this screen to see if a student has financial aid.
- ❖ **RRAAREQ** – Use this screen to see if a student has completed their FAFSA, or to check on its processing progress.

Leveraging Campus Partnerships

Financial Aid / Business Office
Coordinated benefits and aid packages.
Scholarships & payment plans.

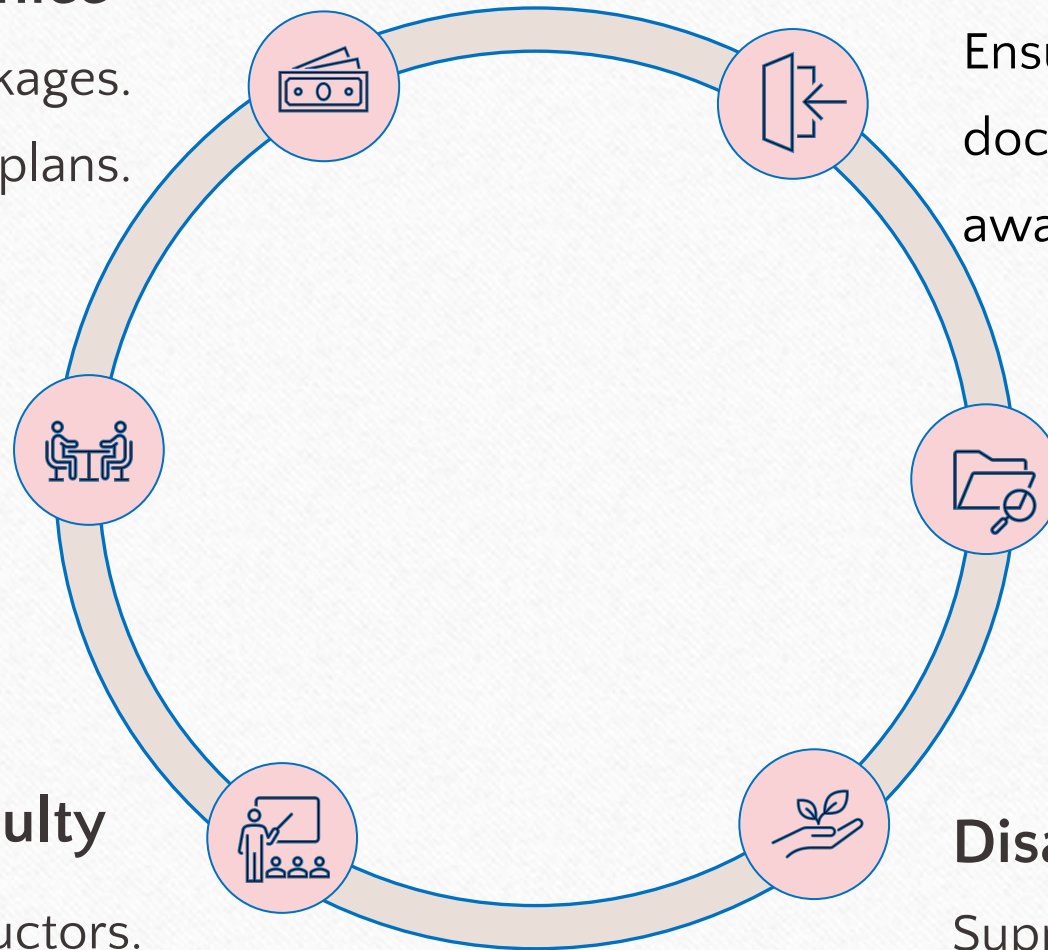
Advising
Priority registration. Specialized
academic planning for military
students.

Faculty
"Green Zone" trained instructors.

Admissions / Recruitment
Ensure all transcripts & required
documents are on file. Recruiters are
aware of VA recruiting practices.

Registrar
Priority registration and
transcript evaluation.

Disability Services
Support for service-connected
needs.



Keeping in Compliance



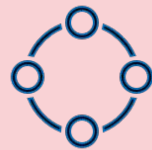
Policy vs Policy

College policies may conflict with VA policies. Save VA emails on changes.



Ongoing VA Training

Attend conferences, *office hours*, and/or complete modules.



Institutional Compliance Requirements

Audit Preparation. MOU. 85-15. Catalog & program approval.



Facing the Consequences

Failure to comply with regulations can jeopardize eligibility.

Get Noticed! Ask for Resources



ARF Fees/Funding

These fees are intended to help cover the costs of certifications & related tasks.

*(1) Except as provided in paragraph (2) of this subsection, the veteran or eligible person and the educational institution offering a course in which **such veteran or eligible person is enrolled under chapter 31, 32, 33, 34, 35, or 36** of this title shall, without delay, report to the Secretary, in the form prescribed by the Secretary, such enrollment and any interruption or termination of the education of each such veteran or eligible person. The date of such interruption or termination will be the last date of pursuit, or, in the case of correspondence training, the last date a lesson was serviced by a school.*

(4) Any reporting fee paid to an educational institution or sponsor of a program of apprenticeship after the date of the enactment of the Post-9/11 Veterans Educational Assistance Improvements Act of 2011 (Public Law 111-377)—

*(A) shall be utilized by such institution or sponsor **solely for the making of certifications** required under this chapter **or chapter 31, 34, or 35** of this title **or for otherwise supporting programs for veterans**; and*

*(B) with respect to an institution that **has 100 or more enrollees** described in paragraph (2) may not be used for or merged with amounts available for the general fund of the educational institution or sponsor of a program of apprenticeship.*

Public Law 111-377 (Section 204) clarified that effective October 1, 2011, “any reporting fee paid to an educational institution or joint apprenticeship training committee after the date of the enactment of the Post-9/11 Veterans Educational Assistance Improvements Act of 2011, shall be utilized by such institution or committee **solely for the making of certifications required under this chapter or chapter 31, 34, or 35** of this title **or for otherwise supporting programs for Veterans**”.

Get Noticed! Ask for Resources



ARF Fees/Funding

These fees are intended to help cover the costs of certifications & related tasks.



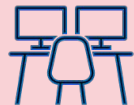
Safe Spaces

Provide a space for VA students where they feel comfortable.



Back Up

Designate an additional person who can assist VA students



VA Work Study

A VA work-study can help you navigate benefits and connect with campus resources.



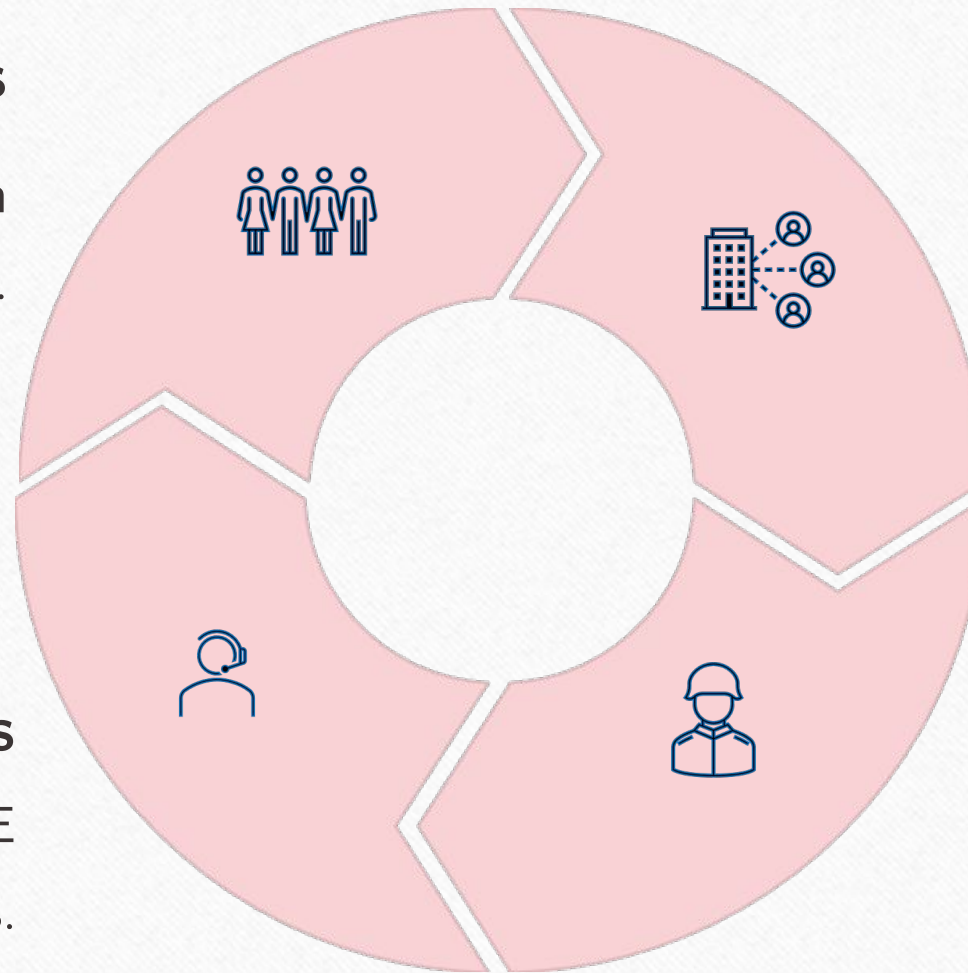
Survey Students

A student survey helps identify needs, improve services, and guide campus support efforts.

Building Community Support

Veteran Organizations

Engage with local VFW, American Legion, and others.



Employers

Develop relationships with veteran-friendly businesses.

VA Representatives

Build direct lines to VR&E counselors and VA health centers.

Military Installations

Connect with nearby bases for recruitment opportunities

Sustaining Your Effectiveness



Practice Self-Care

Implement strategies to prevent burnout.



Document Processes

Create manuals for continuity during absences.



Collect Impact Data

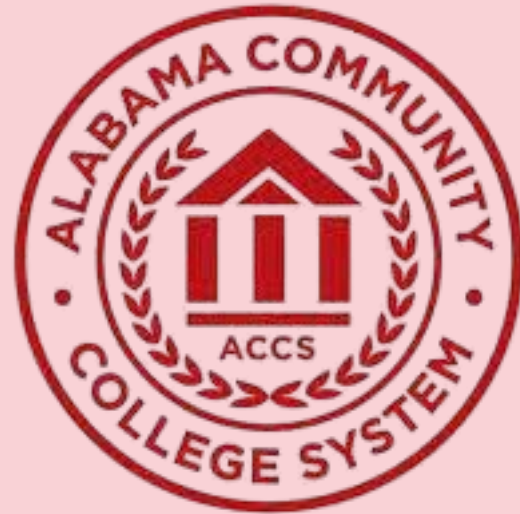
Use your own reporting and partner with institutional effectiveness.



Build Professional Network

Connect with other veteran resource professionals.

Jefferson State
Community College



Questions? Comments?

Rose Marie C. Cobb

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Interim President – Alabama Veterans Affairs Association

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