Bridging the Gaps:

Building Stronger Connections Between Student Services & VRO/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 and their families.

Rose Marie C. Cobb

Veterans & Military Affairs Coordinator – Jefferson State CC

President– 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

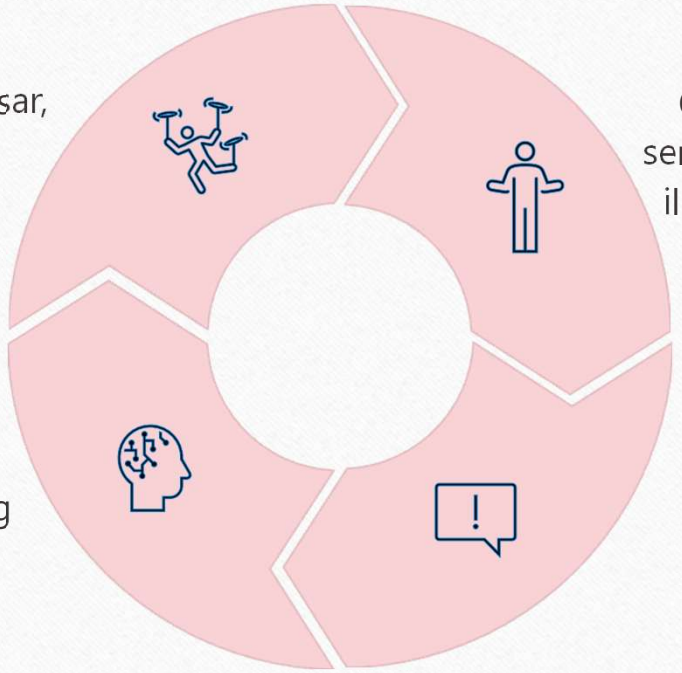
SCO Strain Syndrome

Juggling Multiple Roles

SCOs wear many hats: FA, VA, Bursar, Registrar, Compliance, Advising & 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 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 an 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.

Combine Services When Possible

VROs and SCOs shouldn't be on separate islands.

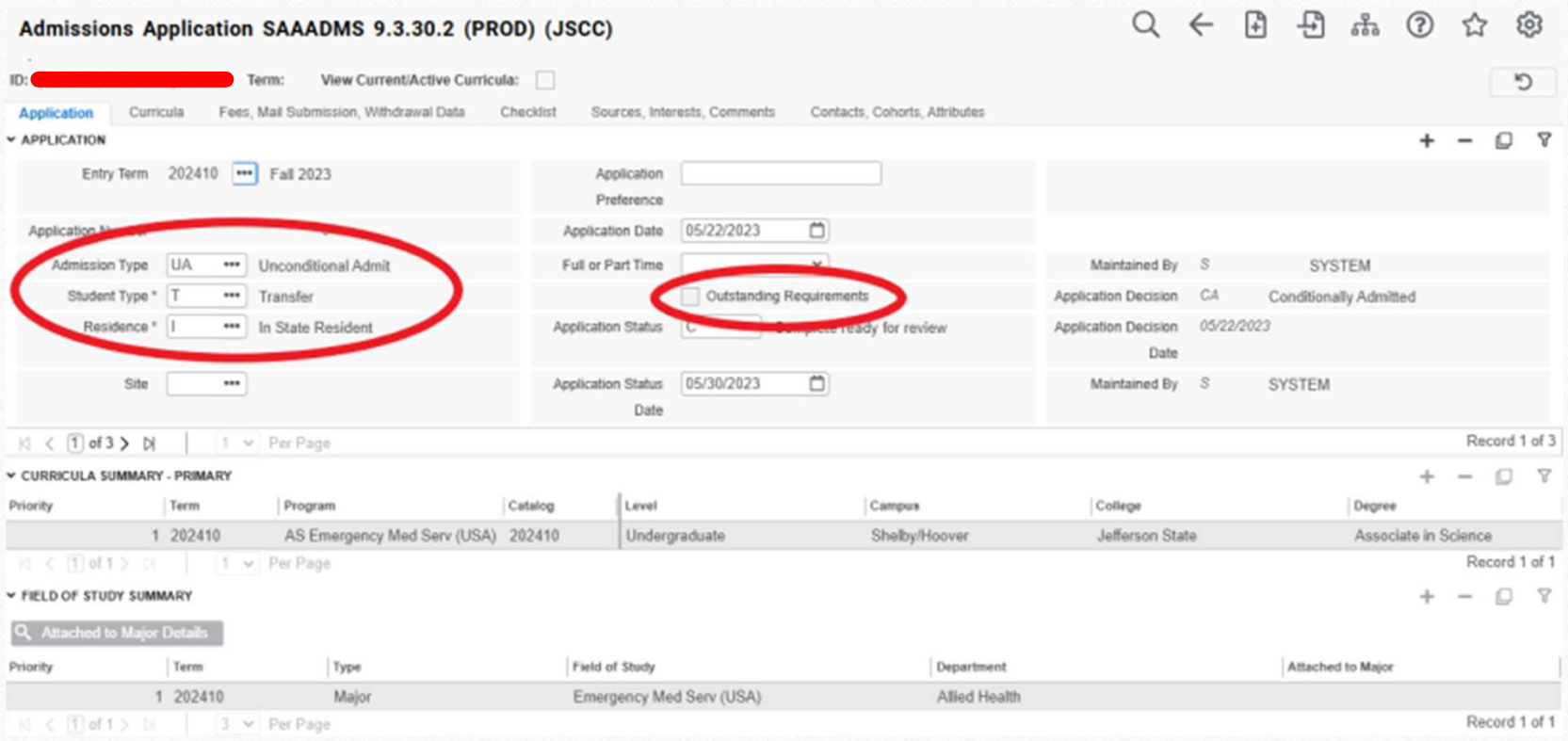
Anyone involved in the VA process should have access to Enrollment Manager.



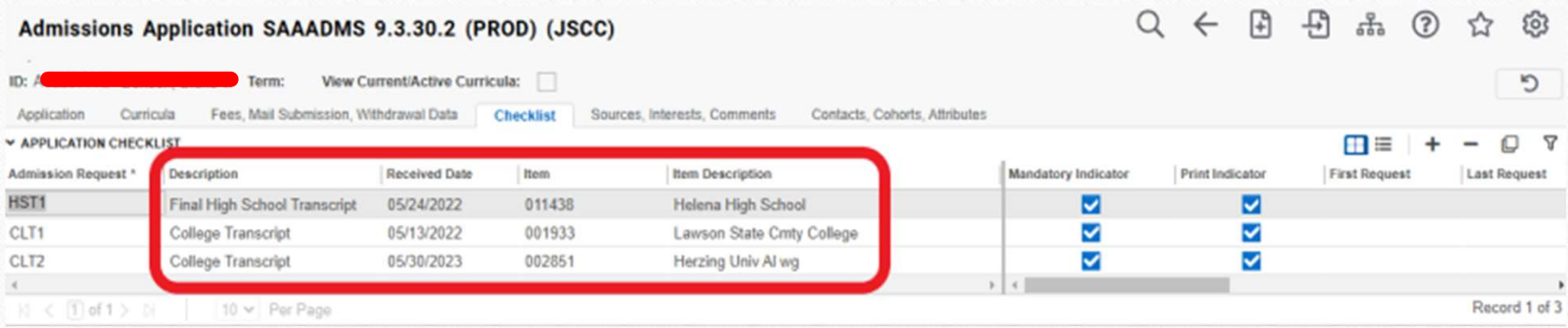
Helpful Screens for VA Processing

JSCC is an Ellucian Banner institution; in addition to Banner screens, we use Dynamic Forms (NextGen Web Solutions) for workflow intake and Argos (Evisions) for reporting.

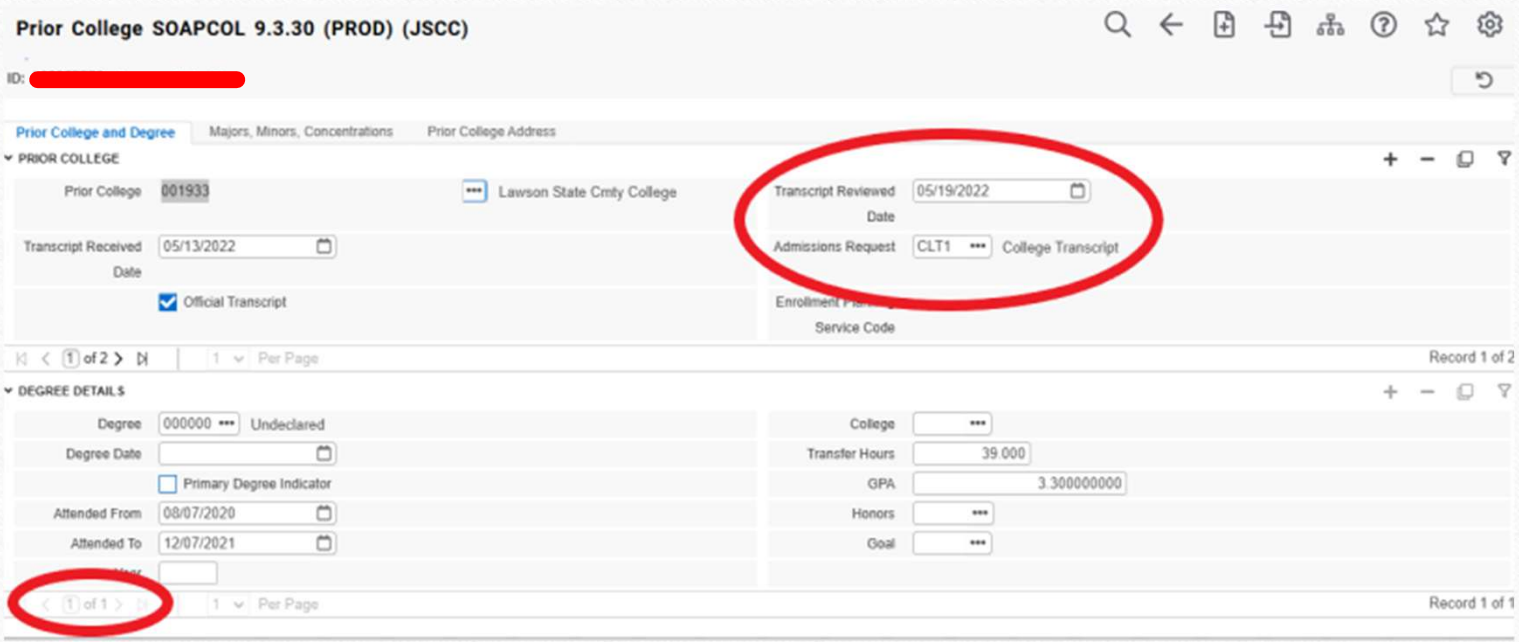
SAAADMS Screen – Admissions Application



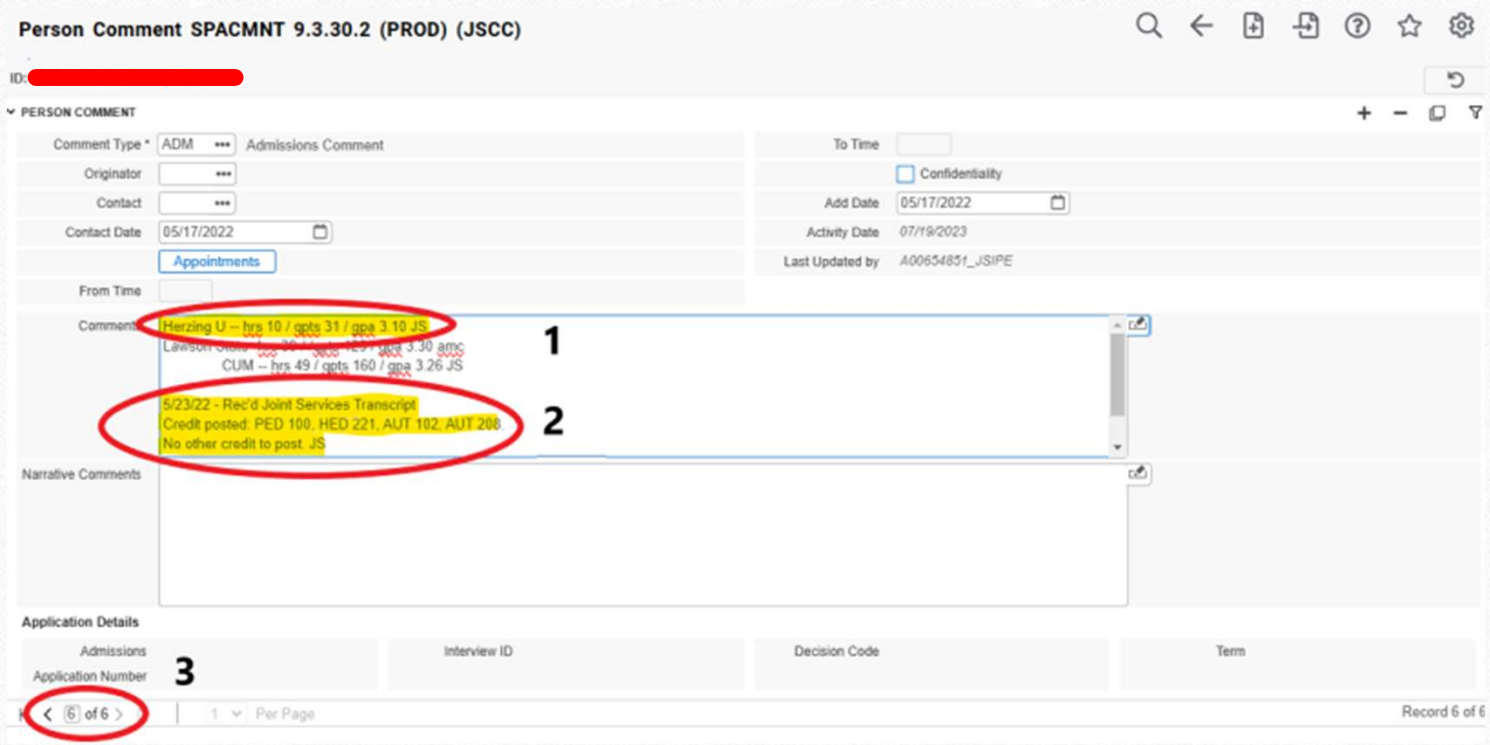
SAAADMS Screen – Admissions Application



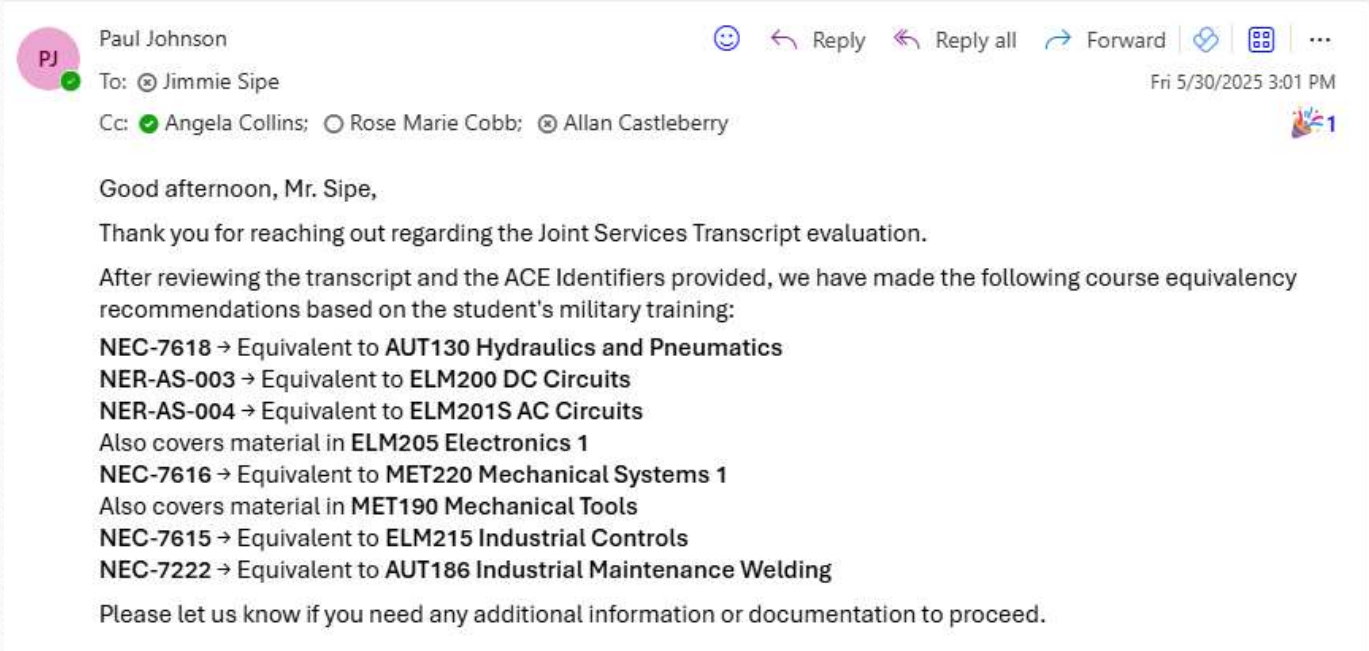
SOAPCOL Screen – Prior College



SPACMNT Screen – Person Comment



SPACMNT Screen – Person Comment



PJ

Paul Johnson Reply Reply all Forward

To: Jimmie Sipe Fri 5/30/2025 3:01 PM

Cc: Angela Collins; Rose Marie Cobb; Allan Castleberry 1

Good afternoon, Mr. Sipe,

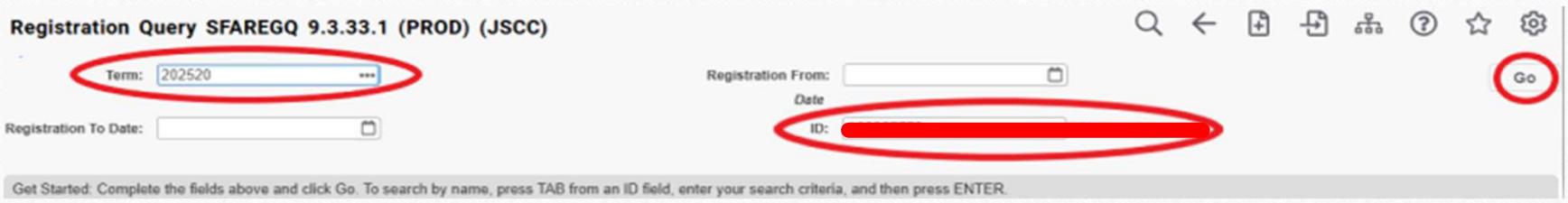
Thank you for reaching out regarding the Joint Services Transcript evaluation.

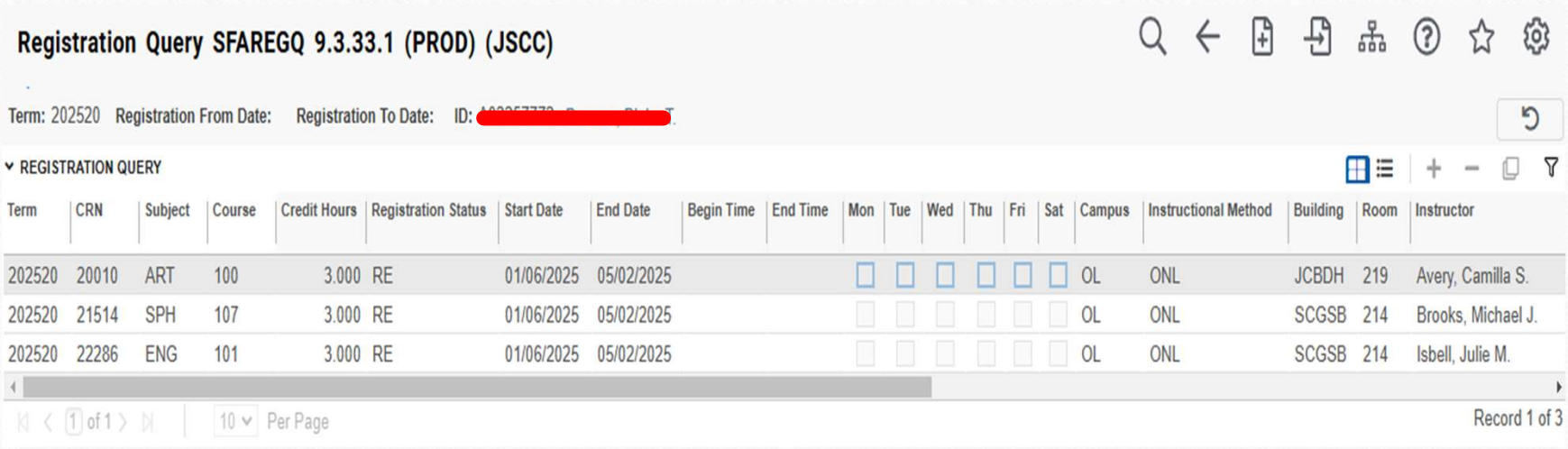
After reviewing the transcript and the ACE Identifiers provided, we have made the following course equivalency recommendations based on the student's military training:

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.

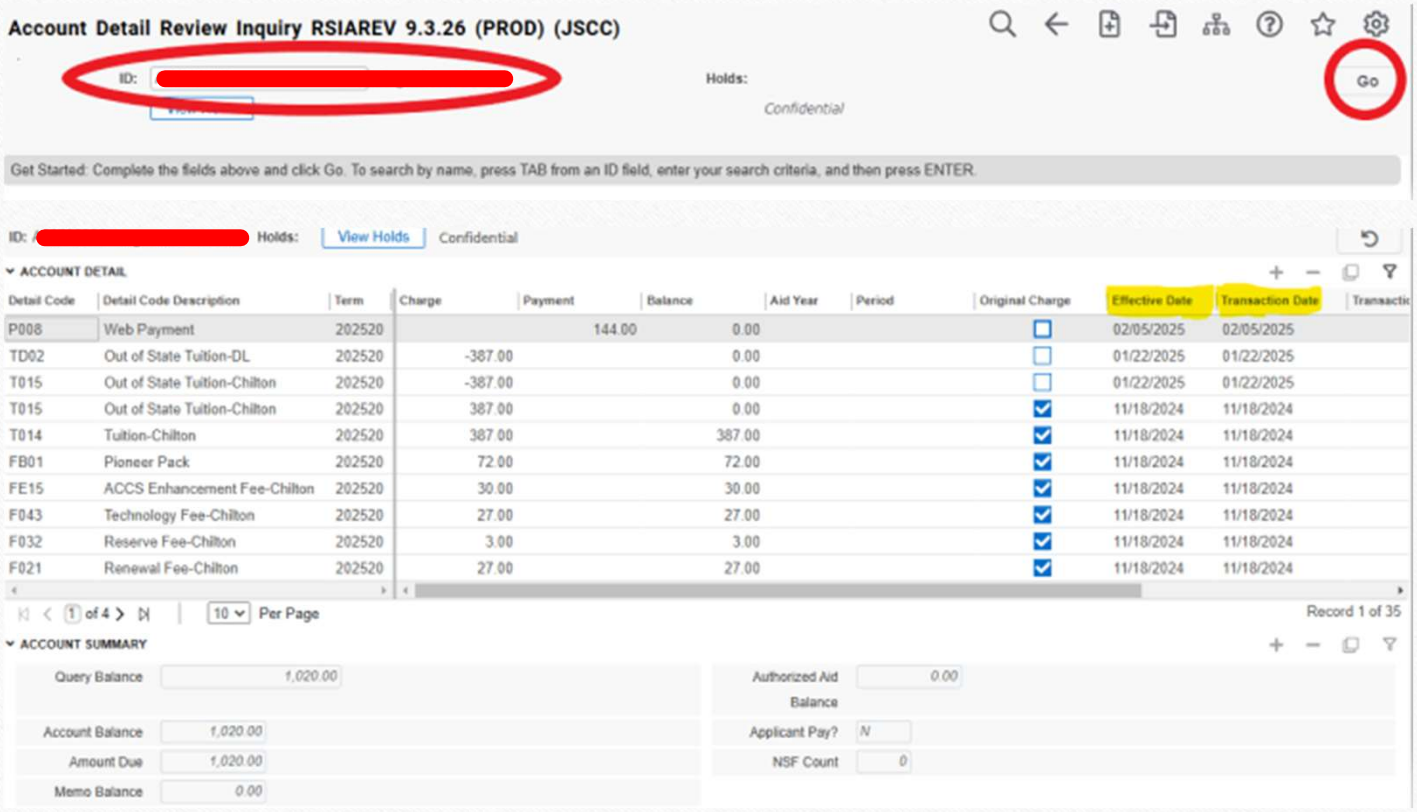
SFARGEQ Screen – Registration Inquiry



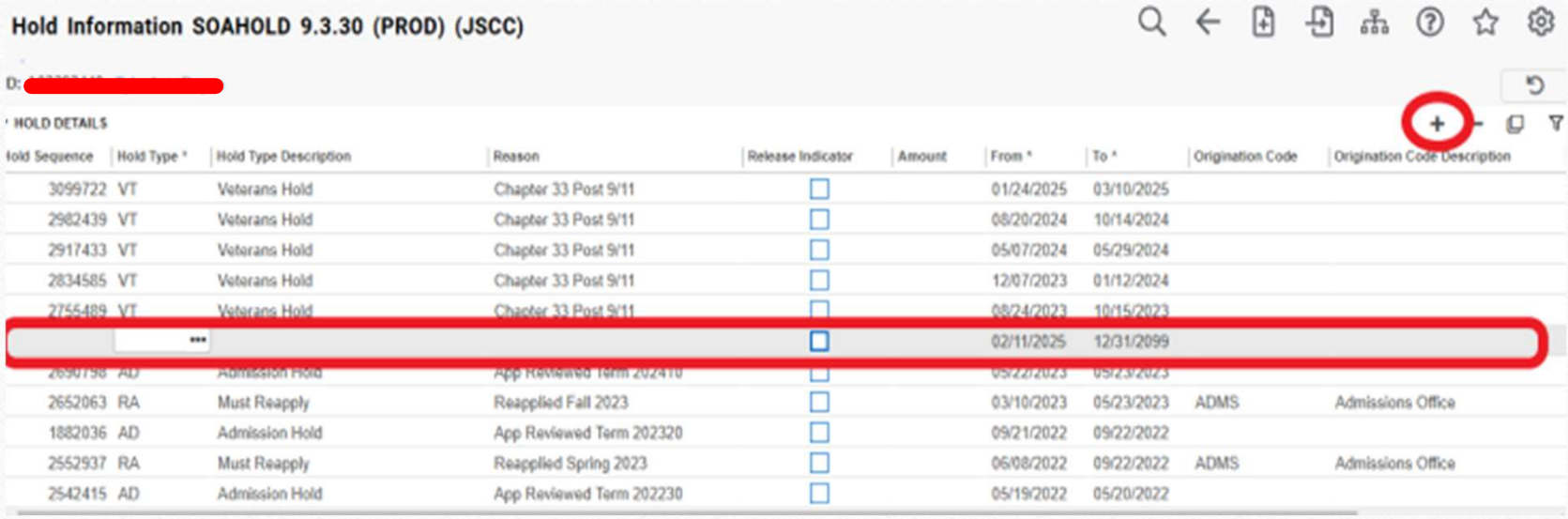


Term	CRN	Subject	Course	Credit Hours	Registration Status	Start Date	End Date	Begin Time	End Time	Mon	Tue	Wed	Thu	Fri	Sat	Campus	Instructional Method	Building	Room	Instructor
202520	20010	ART	100	3.000	RE	01/06/2025	05/02/2025			☐	☐	☐	☐	☐	☐	OL	ONL	JCBDH	219	Avery, Camilla S.
202520	21514	SPH	107	3.000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

RSIAREV Screen – Account Details



SOAHOLD Screen – Hold Information



old 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	☐		01/24/2025	03/10/2025		
2982439	VT	Veterans Hold	Chapter 33 Post 9/11	☐		08/20/2024	10/14/2024		
2917433	VT	Veterans Hold	Chapter 33 Post 9/11	☐		05/07/2024	05/29/2024		
2834585	VT	Veterans Hold	Chapter 33 Post 9/11	☐		12/07/2023	01/12/2024		
2755489	VT	Veterans Hold	Chapter 33 Post 9/11	☐		08/24/2023	10/15/2023		
	•••			☐		02/11/2025	12/31/2099		
2690798	AD	Admission Hold	App Reviewed Term 202410	☐		05/22/2023	05/23/2023		
2652063	RA	Must Reapply	Reapplied Fall 2023	☐		03/10/2023	05/23/2023	ADMS	Admissions Office
1882036	AD	Admission Hold	App Reviewed Term 202320	☐		09/21/2022	09/22/2022		
2552937	RA	Must Reapply	Reapplied Spring 2023	☐		06/08/2022	09/22/2022	ADMS	Admissions Office
2542415	AD	Admission Hold	App Reviewed Term 202230	☐		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.

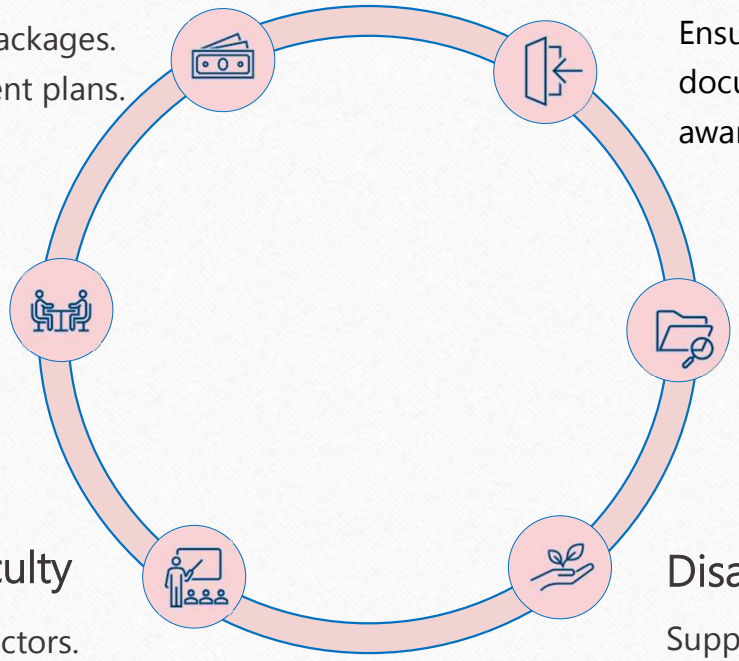
Leveraging Campus Partnerships

Financial Aid / Business Office

Coordinated benefits and aid packages. Scholarships & payment plans.

Admissions / Recruitment

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



Advising

Priority registration. Specialized academic planning for military students.

Registrar

Priority registration and transcript evaluation.

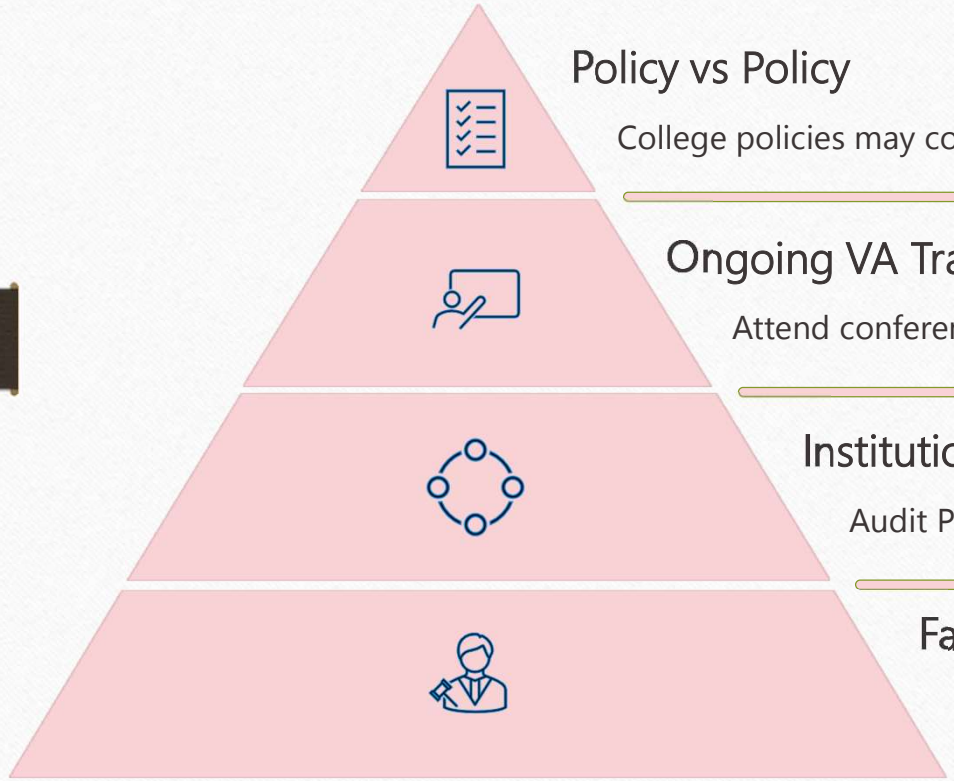
Faculty

"Green Zone" trained instructors.

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



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.



ARF 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**".

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

ALABAMA COMMUNITY COLLEGE SYSTEM ACCS

AVAA Alabama Veterans Affairs Association



Questions? Comments?

Rose Marie C. Cobb
Veterans & Military Affairs Coordinator – Jefferson State CC
President – Alabama Veterans Affairs Association
205-856-7951
rmcobb@jeffersonstate.edu