

Field Notes

Date of Observation: March 06, 2025

Location: **CMAS Main Entrance/Front Desk**

Time	Observation	Observer Comment
1345	White female short in stature talking with one one of two Student Workers (SWs) at front desk (FD).	
1353	The BM SW makes comment to one of VA Staff, Jennifer about online training she is attending and talking about how boring it is.	
1358	BM SW Yawns	Assuming they are tired
1401	SW Shift change. BF SW (Blue sweat shirt and blue t-shirt) w/ HF SW (Blue sweat shirt and blue shorts)	Julie and Jaye. Assuming they are both young
1402	Will (CMAS Supervisor) Came over to inquire about my visit. Chatted for 19-minutes	Continued to take notes while chatting
1410	WM came in inquiring about his VA benefits	
1412	WF inquiring about course certification	
1416	HM (young) black shirt & jeans course certification	
1422	HM (brown shorts, stripped guess shirt in pink & white) inquiring about Hazelwood	
1431	HM (black ball cap, black t-shirt, tan pants) inquiring about VA benefits	GI Bill / PO-911
1436	HM (grey t-shirt, black pants, tan hat) Appointment with VSOC	VR&E Appt.
1437	Previous student (Emmanuel) Inquiring about early registration while waiting	
1440	HM (pink & white stripped shirt) talking to Will & Jennifer	Jennifer is VA rep
1444	Prepare to leave. Talk w/ other SWs asked their names	
1450	Depart	

Field Notes

Date of Observation: March 19, 2025

Location: CMAS Main Entrance/Front Desk

Time	Observation	Observer Comment
1230	Arrival and check-in. 3x HF SW at FD (2x wearing hats and sweaters)	Very chatty today
1242	HF inquiring about ROTC program	
1257	HF (blue shirt, white shorts) inquiry about VA education benefits	
1302	HF (black sweatshirt, white shirt, blue jeans) joined FD	
1314	HM (brown shirt, blue shorts) Verification of Enrollment	Very chatty when no students around
1319	Other staff having personal conversations about coursework and lives outside of school	Lots of personal conversations going on
1321	Personal convo. Continue. Talking about hair (styles) and family	Conversations are quite random in nature. From hair styles to relationships.
1322	WM (black addidas t-shirt, blue jeans) asks about certifying courses	
1323	CMAS Director left w/ SW on "field trip" to scout potential tabling locations for an upcoming event	Upcoming event
1325	AM (black ball cap, white t-shirt, tan shorts, yellow) Inquiring about CH35 course certification and payment plans	students looks worried and frustrated about funding
1332	Starting to wrap-up my hour	
	WF staff member (Brown blouse, black shirt and black flowered dress) starts to conduct PDs with SWs	
1338	HM + HF	
	HM (Blue polo and blue jeans)	
	HF (Blue shirt and blue jeans)	
	Ask questions about Hazelwood	Assuming father and daughter

Field Notes

Date of Observation: March 20, 2025

Location: CMAS Conference RM.

Time	Observation	Observer Comment
1310	Arrival to site	13 chairs (tan & Blue) roller chairs
	Staff meeting w/SWs and Staff (including VA)	2 TVs on wall. One on each side
	2xM (2xW) - 7xF (2xW 3xH 2xB)	2 White Boards
1315	Introduction to VR&E Services	
	Matt & Wendy VSOC Counselors	
	David - Hazelwood	
1317	Introduction to Tony Bravo-Price LCSW from the VA	
	4th Floor JPL	
	VA Healthcare signup along with Mental Healthcare	
	Shared between UIW, Alamo & Trinity	
	Walk-ins:	
	Enroll vets in healthcare/mental including claims	
1331	VSOC Counselors handle veterans benefits as they transition	
1332	Will talks about his supervisory role	
1342	Not EVERY issue is academic - might be VA related	VALUABLE***
1344	CWF = Coffee with Vets (Place to build community and meet fellow vets. Community partners)	
1346	Veteran cording cermeony	
1354	SWs are required to attend 2 PDs durring their tour (semester)	
1356	HF walked into meeting	
1359	less than 10% of veteran students apply for FAFSA	
1402	Staff meeting ends	
1410	Meeting continues	
	Talking about veteran issues which may arise at the FD	
	Talking through different scenarios	
1421	Dr. Logan (CMAS Director) walks into conference room	
1423	Dr. Logan (CMAS Director) walks out of conference room	
1424	Meeting officially adjourned	

Field Notes

Date of Observation: April 4, 2025

Location: **CMAS Main Entrance/Front Desk**

Time	Observation	Observer Comment
1445	Arrival to Site	
	2 SW at Desk	Fridays are slow and quiet so far
	1 WM (Black t-shirt, khaki pants)	
	1 HF (grey snoopy sweatshirt, blue jeans)	
1451	WM (Long brown hair, black t-shirt, brown pants) inquiring about VA and VA education benefits	Purple up week poster now hanging on wall under TV for Military affiliated children
1454	AF SW joins other at FD and asks them how they are doing.	
1458	HF SW leaves FD for the day	SW working on Emergency Action Plan
1504	New SWs join FD	
	WM (black t-shirt, grey sweatpants)	
	WF (Pink t-shirt, brown pants)	
1522	HF SW (Yellow t-shirt, blue jeans) Hanging stick figure that looks like Pooh Bear (cardboard) on CMAS outer window	
1534	Several SW working on other projects around CMAS office	
	Spring cleaning	A lot of personal conversations between SWs
1538	2 HF	Using Paper forms
	Both wearing white shirts and blue jeans.	
	Inquiring about VA education benefits	
	Handed forms to enroll.	
1539	HM (blue & red button up, blue jeans) Inquiring about transferring legacy VA education benefits to a family member	Chapter 30?
1546	Prepping to leave	
	Not much going on as I leave	
	SWs continuing to clean CMAS	

Field Notes

Date of Observation: April 10, 2025

Location: **CMAS Main Entrance/Front Desk**

Time	Observation	Observer Comment
1201	Arrival to site	
	2 SW at FD	
	HF (blue sweatshirt, black shorts)	
	WF (Blue t-shirt, blue jeans)	
1230	SW Shift change	
	WM (Green shirt, black shorts)	
	Joined Desk	
1233	HF (Ball cap, black t-shirt, blue jeans)	Hesistant to enter and looks nervous?
	Reviweing education benefits and summer enrollement	
1254	HM (Black t-shirt, blue jeans)	
	CH. 35 application	
1259	HM (Yellow ball cap, blue t-shirt, blue jeans)	
	VA Education benefits question	
	Handed Booklet	
1300	HM (white button up, green slacks)	
	Summer course VA benefits issues	
1311	Wrap Up	Super Quiet Day

Key to Codes (Color Codes)	
Color Code	Associated Theme
Blue	Course (VA) Certification
Dark Blue	Military Background
Gold	ROTC
Green	Education Journey (including Education benefits)
LT. Green	Personal Conversation (non-academic or informal topics)
Grey	Appointment
Orange	Hazelwood
Burnt Orange	Family / Personal Motivation
Pink	Mental / Physical Health
Purple	Random Question
Red	Shift Change
Teal	Career Planning / Transition
Yellow	Chapter 33 (GI BILL) / 34
Dark Red	Community

Themes

Burnt Orange	Family / Personal Motivation
Teal	Career Planning / Transition
Green	Education Journey
Dark Blue	Military Background
Dark Red	Community
Pink	Mental / Physical Health

Random Stats provided by Will

UTSA has(d) 3 1/2 Growth YOY, Military

Most students come in to inquire about the

1:1,270 Certifying Official

60% of the 6300 Military-Affiliated

25% Female

60% Hispanic