

G

O

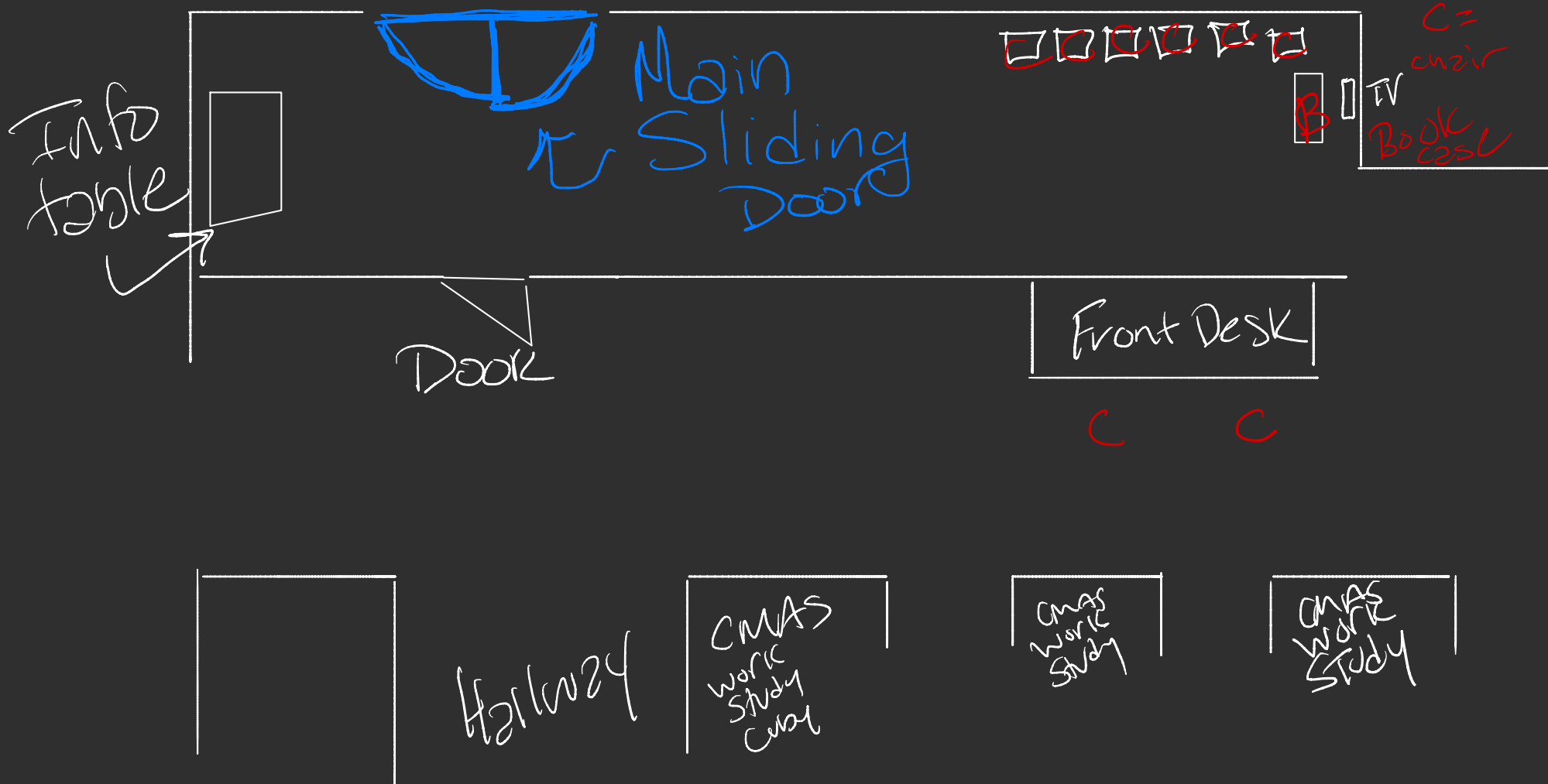
D

O

O

O

D



March 6, 2025 OB #1

Observer Comment

Time:  
Arrived @  
1345

Arrive @ site  
3x SW @ FD  
2x M = 1WM, 1BM  
WF short in stature  
talking w/ one of 2x  
SWs @ FD

1353

BM SW makes comment  
to one of VA staff,  
Jennifer (?) about online  
training she is attending  
and asking if it is  
boring

1358

BM SW Yawns

assuming  
they  
are tired



1700 Vet students  
6300 total  
VMA → CMAS

Time:  
1401

Shift change

BF Young student  
wearing blue sweat  
shirt and blue t-shirt  
w/ Hispanic young  
student blue sweatshirt  
and blue shorts

Observer  
Comment

Julie  
is hispanic  
student

1402

Will come over and  
asked why I was here.  
Chatted for 19 minutes.  
Student came in  
male \*

Jaye  
is female  
black  
student's  
name

1410

1412

Female White student  
came in

1416

Hispanic Male student  
Young black shirt

1422

Hispanic male student  
brown shorts Striped  
guess shirt pink & white

Time:  
1431

Hispanic male black ball cap  
black shirt  
tan pants inquiring  
about benefits.

Observer  
Comment  
GTB14

1436

Hispanic male black pants  
grey shirt tan hat  
has an appointment

pg11

1437

↑  
Emmanuel → inquiring  
about early registration

1440

Pink & White Stripped  
Hispanic student  
talking with Will  
& Jennifer

25% Female  
60% Hispanic

Time:

1444

prepare to leave,  
Talked to Julie  
and asked her  
and the other  
student workers  
name.

1450

Observer  
Comment

# March 19 2025 - CMAS Front Desk

## OB # 2

Time:

1230

Arrival and checkin @ CMAS

3x HF at Desk

2x in hats and sweaters

OC:

very  
chatty

1242

HF inquiry about ROTC  
and the location

1257

HF Blue Shirt White  
Shorts inquiry about  
VA Benefits

1302

HF Black Sweatshirt/white  
Shirt blue jeans, joined  
the front desk

1314

HM inquiring about  
Verification of Enrollment  
Brown shirt, blue shorts

~~very~~  
very  
chatty  
when  
no one  
up front

1319

other staff having personal  
conversations about  
coursework, personal  
lives outside of  
school.

lots of  
personal  
convos

Time:

1321

Personal convo. cont.  
Talking about hair

OC:

Convo  
quite  
Random

1322

WM black adidas T-shirt  
blue jeans inquiring  
about certifying  
courses

1323

CMAA Director left w/  
student worker on  
a "Field Trip" to  
scout potential tabling  
spots

upcoming  
event?

1325

AM Black ball cap white  
T-shirt, Tan Shorts, yellow  
shoes, Inquiring about  
course certification under  
Chapter 35. Payment  
Plans

Student  
looks  
confused  
+  
warned  
about  
funding#

3 1/2% growth YoY

16% Military Affiliated YoY

Time:  
1332

Starting to wrap up  
my hour.

OC:

Staff - WF Brown  
blouse, black shirt  
and black flowered  
dress started to  
conduct Pds with  
the student workers.

1338 HM + HF Blue Polo + Blue  
jeans + Blue shirt  
+ jeans asking questions  
about Hazlewood

Father  
+  
Daughter?

Time:

OC:

A = Asian

H = Hispanic

W = White

B = Black

---

Most students  
came into inquire  
about the benefits  
they are eligible  
for.

1: 1,270

(certifying official)

60% of the 6300  
are using dual  
benefits

Staff Meeting  
March 20, 2025

CMAS - Conference Room  
OB# 3

Time:

OC:

1310 Staff meeting w/ student  
workers

2x M 2x W

7x F 2x W 3x H 2x B

Math  
&  
Wendy  
VSOC

1315 VR&S Services

1317 Tony Mental  
Healthcare JPL  
4th floor Shared  
between UIW, Alamo

David  
Hazel  
WOOD

Walk-ins

enroll vets in VA  
Healthcare/Mental  
including Claims

Tony - Bravo Price

1331 VSOC counselors handle  
veterans benefits as  
they transition

How are  
2 VSOC  
Handling  
small  
vets?



Time:

OC:

1332

Will talk about his role

1342

not every issue is  
academic

1344

CWF = coffee w/ vets  
Place to meet community  
partners along w/  
fellow vets

1346

vet cording ceremony

1354

Student workers reqd to  
attend 2 PDs

1356

HF walked into meeting

1359

less than 10% vets apply  
for FARSA

this  
is  
valuable  
///

Time:

1402

Staff meeting ends

OC:

13  
chairs

tan +  
blue  
wheely  
chaired

2 TVs  
on  
wall

2 white  
boards

1410

Meeting continue talking  
about vet. issues.  
and dif scenarios.

1415

1421

Dr. Logan walked into  
conf. room.

1423

Dr. Logan left conf. room

1424

Meeting Dfc. adjourned.

April 4, 2025 CMAS Front Desk  
OB# 4  
Friday\*

Time:

1445

arrival at CMAS

upon arrival 2 student  
workers at desk

1 WM, 1 HF

wearing: black t-shirt  
khaki pants

HF = grey Snoopy sweatshirt  
blue jeans

1451

WM Long Brown hair  
Black T-shirt  
Brown pants inquiring  
about VA benefits &  
VA education benefits

1454

AF Student worker  
joins others and  
asks how the  
other 2 are doing

OC:

Friday  
a bit  
quieter  
so  
far

Purple  
up  
week  
poster  
now  
up  
for

MP  
children

Time:

OC:

1458

HF Student worker  
leaves front desk  
for the day

OC: SW working on  
Emergency Action  
Plan

1504

New ~~SWs~~ join front  
desk. WM black tshirt  
grey sweatpants  
+  
WF pink t-shirt  
brown pants

1522

HF SW yellow t-shirt  
blue jeans Hanging  
stick figure like  
cardboard on CMAS  
outer window\*

Time:

1534

Several SW working on  
other projects.  
Spring cleaning

OC:

Personal  
Camos

OC: A lot of personal  
conversations between  
SW's

1538

2 HF white shirts blue  
1 blue jeans. jeans

Both inquiring about VA

education benefits  
Handed forms to enroll

1539

HM blue + red button up  
blue jeans

Inquiring about Family

member transferring  
education benefits

^  
legacy

Forms  
old school  
paper

Chapter  
30

Time:

1546

prepping to leave.

Not much going on.

SW's continuing to

Clean\*

OC:

April 10, 2025 - CMAS Front Desk  
OB#5

Time:

OC:

1201

Arrival to CMAS

2 - SW @ Desk

Both female

WF / HF

HF = Blue sweat shirt  
Black shorts

WF = Blue t-shirt  
Blue jeans

1230

SW shift change

WM - Green t-shirt  
Black shorts

has joined desk

1233

HF Ball cap black t-shirt  
Blue jeans

Reviewing education benefits  
and summer  
enrollment

Hesitant?  
Nervous  
to enter

Time:  
1254

HM CHBS paperwork.  
Application 4 benefits  
BIK, T-shirts, blue jeans

OC:

1259

HM yellow ball cap  
blue t-shirt/blue jeans  
Handed booklet  
VA Benefit questions

1300

HM white button up  
green pants  
Summer Class issues

1311

end of observation  
super quiet

Quiet  
Day



