APPENDIX F Spouse Education and Career Opportunities (SECO) Monthly Reporting Requirements

	Previous Month	Current Month	FYTD
SECO Scholarship Portal Messages			
New Messages			
Total Messages in Queue (as of last day of the month)			
Oldest Message - Goal < 3 days			
% Messages Responded to within 48 Hrs.			
SECO Advisors and Counselors			
Total Incoming Calls SECO - Non SECO Scholarship (Total)			
Total Incoming Calls SECO-Scholarship (Total)			
Outgoing Calls (Total)			
AHT - Avg. Handle Time SECO (Average)			
AHT - Avg. Handle Time SECO-Scholarship (Average)*			
Total Phone Messages in Queue (as of last day of the month)			
Oldest Phones Message			
SECO Education and Training Institution Administration Team			
Total Incoming Calls (Total)			
Outgoing Calls (Total)			
AHT - Avg. Handle Time (Minutes)			
Total Active Schools in Portal			
Total Invoices Processed			
Total Refunds Processed			
Total New School Applications Processed			
% of applications vetted within 90 days			
MSEP Administration Team			
Total Incoming Calls (Total)			
Outgoing Calls (Total)			
AHT - Avg. Handle Time (Minutes)			
Total Active Partners in Program			
Total New Partner Applications Processed			
% of applications vetted within 90 days			

	Previous Month	Current Month	FYTD
Quality Assurance			
Goal = %			
SECO Scholarship - Number Spouses Assisted in Following Areas			
Career Exploration			
Education & Training			
Career Readiness			
Career Connections			
SECO (non Scholarship) Number SECO Specialty Appmnts			
Career Exploration			
Education & Training			
Career Readiness			
Career Connections			
SECO (Scholarship) Number SECO Specialty Appointments			
Career Exploration			
Education & Training			
Career Readiness			
Career Connections			
MSEP Outreach Team			
Webinars Presented			
Partner Contacts Email			
Partner Contacts Phone Calls			
Installation Visits			
Job Fair Virtual			
Job Fair Visits			
MSEP Briefings			

Phone/E-Mail Topics Total for SECO Education and Training Institution Administration

	E-Mail	Phone Call
Application		
Cancel FA		
School Disapproval		
FA		
FA Recreation		
Grades		
Invoice		
Onboarding		
Payment		
Policy		
Receipts		
Refunds		
Registration		
Rejected Invoice		
Portal		
Orientation		