# School Resources Migration ELR/SCO Hotline Discussion Script

\*September 19, 2019\*

ELR ONE

Phoenix, AZ

### Questions (25 minutes)

1. As we begin, it would be helpful for us to understand everyone’s role. Briefly, what is your role, how long have you been an ELR/supported the SCO Hotline, and how do you interact with SCOs and School Administrators on a daily basis?

ELR - 10 years

Compliance 12 years before that.

Answer a lot of calls and emails…

Been focusing on non-degree facilities, recently.

If they have more than 20 students, have online classes. Runs classes – every 2-3 months.

A lot of conversation about conferences.

* Have someone from Muskogee
* Also have someone from SAA.

1. **What are the most common questions you hear from SCOs?**

**A lot of questions about VA ONCE**, how to navigate it. **VA ONCE User Guide** should be there. Helpful to build in bullets that allow them to get key info without having to open the whole users guide.

* Adding students
* Adjustments
* Amendments

MOU – would definitely be under VA-ONCE b/c they need the MOU to gain access to the platform.   
  
It’s really hard to find this page. If they could get a link to this on VA.gov, that would be helpful.

School Resources, School Training Resources are not helpful labels.

**85/15 Rule –** it’s complicated. Not clear how to count VA students and non-VA students.

**Fees –** what can be certified, what can’t.

**Payment questions –** refer them to SCO Hotline. Why there are gaps in the payment.

**Status changes –** when those need to be reported and when they don’t (based on grades, grading scales)

**School Approval Issues –** SAA is supposed to get them but sometimes they go to ELR.

1. **What resources could be added to VA.gov to answer these frequently asked questions?**

**Most info they need is in the SCO Handbook.** Recommend people save it on their desktop.

**Colmery Act** – every time a new provision takes effect, we get flooded with questions on that. (Like payment of housing allowance!)

**When webinars are held, those generate a lot of questions.** During the webinars, ask people to put questions in chat and they rarely follow-up with answers, as promised. That would be helpful if they could follow-up with those answers.

1. **What resources could be added to help on-board new SCOs?**

**Experienced SCOs:** Bosses do not see how complex their jobs have become.

Do breakouts by experience level…

* Advanced: Regulations. Where to find things in regulations. More in-depth look at when / how they process changes.

Could be helpful to post schedule for conference… it’s a statewide conference but it could be helpful. Might be interesting to know what topics…

1. **Do the questions you receive tend to be seasonal? If so, what topics are popular at various times throughout the year?**

Fall is busiest – Mid-Aug, Mid-Sep. Especially interested in how long it’s taking to process claims. How many claims pending at a given time. (Suzanne’s newsletter goes out to 1000s of people). Before closing for holidays – certifications fast & furious.

Eligibility questions in the down-season.

What other school administrators…

Voc Rehab.

Internal employees who work inside (looking for duplicate benefits)

Requests to do public speaking for congressional offices.

Other school officials may have “read only” access.