# School Resources Migration ELR/SCO Hotline Discussion Script

\*September 23, 2019\*

ELR TWO

Oklahoma

Gets calls for specific forms. (Link to the page with all the forms will be helpful.)

Letters are important, good that they’re there. Yellow Ribbon, Principles of Excellence, Memorandum of Understanding – should all be together.

Should have [area that focuses on] Required Training for SCO’s.

Webinars are good to go have access to and go back to.

Really likes the new SCO Page. This has a lot of spots for SCO’s to find answers to their questions.

Seems like everything is in VA-ONCE handbook. Refer them to the handbook w/ page number but some like more hands-on info.

Most of the certification questions SCO’s have should be in the handbook.

### 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 - a couple years.

Liaison b.w SCO’s & VA – they contact me with their needs. By phone &/or email.

At WAVE conference, I’m involved in the training there.

Have some training online. Getting ready to have a training on 85/15 reporting. It’s what I think they need training on or sometimes they request.

Re-uses training materials & presentations that were presented at WAVES

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

Get a lot of non-college degree questions, they over certify.

VA-ONCE questions… they have errors or issues (how to fix things, making changes like updating SSN)

* Seems like everything is in VA-ONCE handbook. Refers them to the handbook w/ page number but some like more hands-on info.

Sometimes have questions about why student or school has a debt.

Gets a lot of calls from SCO’s in other states that can’t get ahold of ELR in their state but the ELR won’t respond.

Gets a lot of calls where they need specific forms.

Direct Deposit information for the school’s Chapter 33 payments.

Wants the name of the ELR added back to the VA website.

Should include info that VA-ONCE access expires (60 or 90 days). If they don’t log-in, their access expires and ELR has to reset their password.

VA Once is supposed to be mandatory but schools don’t

Pushes people to Right Now Web… a lot.

WHY ARE YOU SO POPULAR??

* They get sent to me. I could be the only one here.
* 78287. ELR for Nevada and Hawaii. ELR for Idaho in Muskogee.

Gets a lot of questions about student payments & status of student payments.

Gets questions on how to certify end dates, dual majors & certifications, clock hours. Some of it should be in the Handbook.

REVIEWING THE SITE…

Letters are important, good that they’re there.

Yellow Ribbon, Principles of Excellence, Memorandum of Understanding – should all be together.

MOU should stay with VA ONCE.

Should have Required Training for SCO’s.

Webinars are good to go back to.

Really likes the new SCO Page. This has a lot of spots for SCO’s to find answers to their question.

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

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

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