# School Resources Migration ELR/SCO Hotline Discussion Script

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ELR THREE

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SCO HOTLINE - Education Case Manager

**TRAINING –**

**VA ONCE… guide them to the training. Then direct them to the GI Bill site for answers.**

* READ THE SCO HANDBOOK. It’s a big book but it’s nice.
  + **Often refer SCOs to Page 99 of the SCO Handbook** = why it’s a school debt vs. student debt
* DO THE TRAINING.
* READ THE RESOURCES.
  + GI Bill Homepage.
  + Quick Reference Guide for VA ONCE [call us because it’s really hard to get a hold of ELR’s]

### 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?

>> What questions did you have when you were new to the role.

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

Main issue – CH35, beneficiary will give certificate but it has XXXX’s. They need file number and remaining benefits.

Benefits remaining for Post-9/11. When they’re exhausted. Delimiting dates (servicemembers used to have 10 years to use the benefit, then there was a 15 year date, Forever GI Bill doesn’t have a date).

Want to know when they became eligible – when they chose it – doesn’t really matter but schools ask that.

Wants to know if the service member is on active duty or separated.

Payments… why was it pro-rated; have they met the academic year cap yet? (if a student changes mid-year, the school – who’s calling in – can lose out on $$).

If benefits remaining … statement of benefits…

**Talk to 2 main SCO’s just calling to check and see what’s remaining. University of Phoenix… call often.**

>> seems like most of the questions you get are specific to individual student cases.

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

**Payments to the school… to see if payment’s been sent already.**

**Would be awesome to have a link to view any debt and what it’s for. (They only get 1 bill… would be cool if they could see the debt and what term it’s for).**

**Have to use 3 different systems… BDN, LTS, TIMS**

**LINK**

NEW SCO’s

* Remaining entitlement on Chapter 30; no benefit level.
* READ THE SCO HANDBOOK. It’s a big book but it’s nice.
  + **Often refer SCOs to Page 99 of the SCO Handbook** = why it’s a school debt vs. student debt
* DO THE TRAINING.
* READ THE RESOURCES.
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* File #’s for Chapter 35.

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

**TRAINING –**

**VA ONCE… guide them to the training. Then direct them to the GI Bill site for answers.**

**SCO’s call why debt occurred OR about a student, they should call SCO Hotline. It’s faster to call SCO Hotline. But she’ll have to direct them to the ELR.**

**Still good to have the student to call the student line for deposits – Case Manager can’t give student banking info to SCO’s.**

WHERE DO When they became eligible, what debt they have, status of applications.

DEBTS – BDN / LTS. Feeds from VA ONCE.

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