# School Resources Migration ELR/SCO Hotline Discussion Script

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ELR FOUR

*Sarah*

*ELR*

**ARE OJT, NCD’s audiences part of the SCO page?**

People want to use the Comparison Tool. They want to find it.

### 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.

ELR for WDC & Delaware. Started role in 2016.  
Primarily helps SCO’s with training, when they have certification questions, initial set-up. They’re the POC for individual schools for anything with Veteran Benefits.   
Sometimes talks with school administration (Dean, provost, president) but that’s not frequently.

Any time new policy emerges, her job to make sure SCO’s understand the law changes and the policy behind it. Happens on a fairly regular basis.

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

Depends…

IHL’s have a lot of Yellow Ribbon, Tuition & Fees, Housing Allowance.

NCD – hours allotted, vacation days, how many clock hours…

OJT – how long do we get benefits, how are they tiered,

Webinars have a lot of the info.

Often can’t find the VA-ONCE User Guide, SCO Handbook.

Have a Resource Guide they’ve created (will try to share with us).

Central Office does **quarterly** webinars. Sometimes takes awhile to get loaded on the site.   
Are the quarterly webinars VA sponsored or for your region only? Open to the entire country. Have started doing them in waves… because there are so many people participating.

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

People want to use the Comparison Tool. They want to find it.

They also want it to be more user friendly.

Also want more general information on housing (If I go to school in DC, what’s the rate?)

List of upcoming events (National and regional conferences, in particular) could be beneficial.

* Plan travel for the year. Budget only allows for limited travel. Would help people plan if those could be added early.

Trainings – depend on audience, may need to run it by national training office. When creating smaller trainings, use the initial training provided by VA and customize it.

***There’s a lot of turnover in SCO’s – especially in smaller schools and NCD programs.***

Yellow Ribbon questions… can generally be answered by VA-ONCE and SCO Handbook.

MY CELLO: WHAT IS CELLO… Supervisory Education Liaison. Chief Education Liaison Officer.

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

**A lot of questions around certifying out of VA ONCE.**

**There’s a difference between the amendment and adjustment functions – they have very different results (debt to veteran vs. debt to school).**

**Length of program and certifying vacation days… if they don’t back out holidays, days that they’re closed, the**

**When they’re more seasoned, they’ll ask more questions about what they’re being trained**

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

A lot of questions about “hot” training (107 now, for instance)  
Spring: a lot of Yellow Ribbon questions. Bigger Universities (George Washington University) get it, they have 1200 GI Bill students. Smaller schools (5-10 GI Bill students) sometimes forget.