# School Resources Migration ELR/SCO Hotline Discussion Script

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ELR FOUR

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*SCO Hotline*

SCO’s don’t have access to Veteran information that SCO Hotline Provides: entitlement, active duty status, remaining eligibility.

A lot of requests are SCO trying to be proactive for the student. Don’t rely on student to bring letter (COE). Most of the questions would be resolved with that letter.

Most SCO’s are aware of benefits caps; students are less-so.

A lot of the information students need about benefits is on the (GI Bill) website, it’s just hard to find.

### 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?

On the Hotline: 4 years

Calls from SCO’s

* Veterans benefits
* Processing
* How to enter enrollments (so VA can process them)

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

#1: Entitlement for Veteran or Dependent. All calls about how many months OR percentage after. We have someone who’s enrolled thru December, what do they have available.

Active duty status.

How much entitlement remaining and how much eligibility they have.

Generally questions about 1 student at a time.

Not about HOW to process, more about the student that’s calling in.

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

Majority of schools submit enrollments via VA ONCE. (I’ve never seen VA ONCE…)

Mentions amendments and adjustments… questions about where debt is applied.

15/20% of calls are instructional – how the debt was created and what

A lot are trying to be proactive for the student. Don’t rely on student to bring letter (COE). Most of the questions would be resolved with that letter.

Knows about VA ONCE Handbook and SCO Handbook.

Would be awesome if they could see the amount of entitlement remaining. Especially after each enrollment. Statement of Benefits is available via the VA.gov website (doesn’t mention the specific system that it comes out of).

Data available doesn’t project to what it’ll be after the current term. Would be helpful if it did.

If they could see delimiting date, entitlements remaining, that would be great.

Most SCO’s are aware of benefits caps; students are less-so.

A lot of the information is on the (GI Bill) website, it’s just hard to find.

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

A lot of the work is done by calling in, and is hands-on.

Don’t know what type of training they go through.

Expect over time SCO’s learn how claims are processed.

REMAINING ENTITLEMENT

DELIMITING DATES

EXHAUST DATE

ACTIVE DUTY STATUS

QUESTIONS:

Sometimes Chapter 35 student… Maybe they have a debt when a dependent starts collecting benefit, too.

How do I get a program approved.

How to go about getting hours extended (should be an ELR question)

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

Fall typically is busiest – what’s the student eligible for; did they put the school on the application; did they receive the enrollment.

Everything gets backed up a bit. The later the school submits, the later the payments are made. Students go directly to the SCO who calls into the hotline.

Closer to the summer / End of the year: Caps, Tuition & Fees, Books & Supplies caps. Doesn’t start over until August 1.