



# STEMText

## Frequently Asked Questions

### Introduction to STEMText

#### 1. What is STEMText?

- STEMText is a pilot program designed to provide Edith Nourse Rogers STEM Scholars with an innovative way to verify their monthly attendance as well as to receive relevant announcements about Rogers STEM Scholarship benefits. Rogers STEM Scholars will have the ability to opt-in to the program and verify their attendance via text message.

#### 2. How does STEMText Work?

- After opting in to STEMText, Rogers STEM Scholars can verify their monthly attendance via text message. Every month they will receive a text message from VA to verify their STEM courses for the previous month. Rogers STEM Scholars will then be asked to respond with “Y” for yes and “N” for no. If they respond “Y” for yes, the attendance will be noted in VA’s system and the monthly housing allowance will be processed. If they respond “N” for no, monthly housing allowance for that month will not be processed in the system. You can watch this short [video](#) for an overview of the functionality of STEMText.

#### 3. Why is verifying my attendance important?

- To receive their Monthly Housing Allowance (MHA), Rogers STEM Scholars must verify that they are attending the STEM program in which they are enrolled.

### Enrolling in the Program

#### 4. Do I have to sign up for STEMText?

- Yes. Current Rogers STEM Scholars will receive a STEMText opt-in text message. Rogers STEM Scholars can opt in by responding “Y” for yes or “N” for no. If the Rogers Scholar’s response is “Y” they will be enrolled in STEMText. Rogers STEM Scholars also may opt-in to STEMText on the initial Rogers STEM Scholarship application. If selected for the STEM scholarship, they will begin receiving monthly text messages to verify their attendance.

#### 5. How do I opt out of STEMText?

- Rogers STEM Scholars can easily opt-out anytime by replying STOP to end the text messages. Alternatively, prospective Rogers STEM Scholars can opt out of STEMText when applying for the Rogers STEM scholarship.

#### 6. I accidentally opted out! What do I do?

- If a Rogers STEM Scholar would like to opt back into the program, they can reply to the text message with “START.” The Rogers STEM Scholar will receive attendance verification texts beginning the following month. Alternatively, Rogers STEM Scholars can contact the Education Call Center at 888-442-4551.

**7. Can I use STEMText with any other VA programs?**

- STEMText is for the use of Rogers STEM Scholars enrolled in the Edith Nourse Rogers STEM Scholarship. STEMText is not applicable for any other VA benefit program.

## Communicating with VA

**8. I am a current Rogers STEM Scholar and never received an opt-in message. What do I do?**

- Please contact the Education Call Center at 888-442-4551 to request to opt-in to STEMText

**9. How do I update or confirm my phone number with VA?**

- Rogers STEM Scholars can confirm or update their phone number by contacting the Education Call Center at 888-442-4551. To use STEMText, the number provided must be able to send and receive text messages.

**10. Can I verify my attendance without using STEMText?**

- Yes. If you do not want to use STEMText, you will still be able to verify attendance by email. To confirm or update your email contact the Education Call Center.

## Helpful Questions to Consider

**11. What happens if I don't respond to the monthly STEM attendance text message?**

- STEMText will send the Rogers STEM Scholar a follow-up message asking to confirm attendance. Monthly attendance verification is required to process MHA. If verification is not received, VA will follow up with the student.

**12. What happens if my monthly attendance is incorrect and I respond "no" to the monthly STEM attendance text message?**

- Monthly attendance verification is required for VA to process Rogers STEM Scholarship MHA payments. If a "no" response is received via STEMText, VA will review the student's enrollment status and follow up with the School Certifying Official (SCO) and the beneficiary if necessary. VA will adjust benefits when appropriate and notify the beneficiary using benefits if changes are processed. Beneficiaries using STEM should contact their SCO when they make changes to their courses or stop attending.

**13. Will this cost me anything?**

- STEMText will not cost the Rogers STEM Scholar anything. The only costs that may apply are those from the Rogers STEM Scholar's cell phone provider.