

# 2016 SCO Workshop Slides

VA Suicide Prevention

Joint Session

Education Service Update

Compliance Surveys

Non-college Degree  
(NCD) Programs





# IT'S YOUR CALL

## VA Suicide Prevention

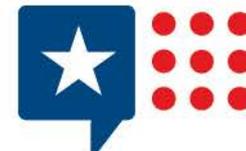
Presenter: Bernard Williams

Suicide Prevention Coordinator:  
Columbus VAMC



U.S. Department  
of Veterans Affairs

**Veterans  
Crisis Line**



1-800-273-8255  
**PRESS 1**

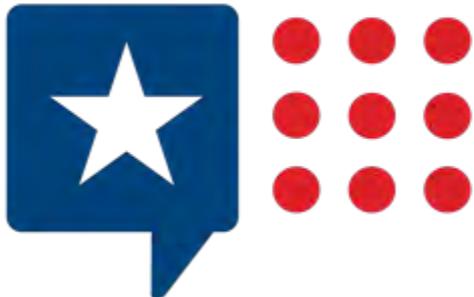
[VeteransCrisisLine.net](http://VeteransCrisisLine.net)  
or text to **838255**

Confidential help for Veterans and their families and friends



# VA Suicide Prevention Overview

## Veterans Crisis Line



1-800-273-8255  
**PRESS 1**

- Veterans
- Service members
- Family members
- Friends

• • • Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net) or text to **838255** • • •

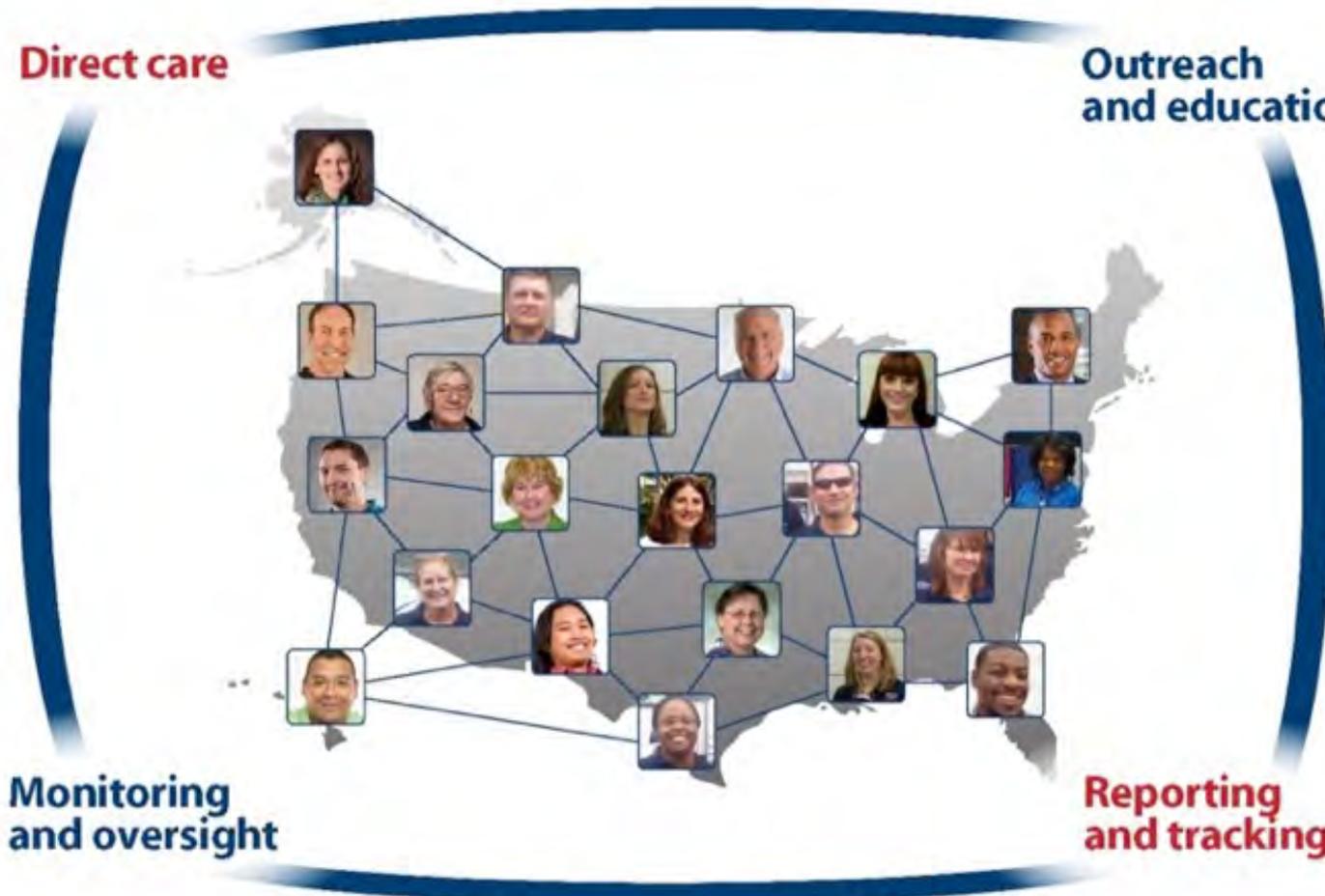


# Suicide Prevention Coordinators

**More than 300 SPCs nationwide**

**Direct care**

**Outreach  
and education**





# Resource Locator

## Resource Locator

### Locate Information and Resources

No matter what you are experiencing, there is support for getting your life on a better track. To find the Veteran resources most helpful for you, fill in your ZIP code or state below and check the boxes of the programs or topics you are interested in. You can also select the National Resource Directory or the SAMHSA Behavioral Health tab to find additional services.



U.S. Department of Veterans Affairs Resources



National Resource Directory Resources



SAMHSA Behavioral Health Treatment Services Locator

### 1 Select a Resource

- Suicide Prevention Coordinators**  
Specially trained Suicide Prevention Coordinators or teams are available at all VA Medical Centers across the country.
- Crisis Centers**  
Search for community-based crisis centers in your area.
- VA Medical Centers**  
VA Medical Centers offer a range of acute care and community-based outpatient services, including mental health care, diagnostics, homeless and alcohol/drug abuse programs, nursing home and respite care.
- Outpatient Clinics**  
Community Based Outpatient Clinics (CBOCs) are local VA locations that provide primary care, counseling, laboratory analysis, prescriptions and radiology services.
- Veterans Benefits Administration Offices**  
Veterans Benefits Administration Offices provide services to Veterans seeking benefits related to compensation, pension, vocational rehabilitation, home loans, death benefits, employment, and disability.
- Vet Centers**  
Vet Centers provide readjustment counseling and outreach services to all Veterans who have served in any combat zone, as well as their family members.
- All**  
See all VA and community-based services in your area.

### 2 Choose Location

Search by Zip Code  Search  OR  Search by state



### 2 Choose Location

Search by Zip Code  Search  OR  North Dakota

Results for **Suicide Prevention Coordinators** in state **ND**

#### Monsebroten, Tammy

Fargo, ND 58102  
P: 701-239-3700x93556  
F: 701-237-2642  
[tammy.monsebroten@va.gov](mailto:tammy.monsebroten@va.gov);  
[raae.bickett@va.gov](mailto:raae.bickett@va.gov)

Results for **Crisis Centers** in state **ND**

#### FirstLink HotLine

Fargo, ND 58103  
P: 701-293-6462  
F: 701-235-2476  
[visit website](#)

#### --Standing Rock Line--

Fargo, ND 58103

Results for **VA Medical Centers** in state **ND**

#### Fargo VA Health Care System

2101 Elm Street N.  
Fargo, ND 58102  
P: 701-232-3241 Or 701-232-3241  
[visit website](#)





# Spread the Word



Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net)  
or text to 838255



## 1 CONVERSATION

can open the door TO SUPPORT

### Partner Outreach Hub Veterans Crisis Line Shareable Materials

- Home
- Social
- Materials
- Video
- Radio

Be the first to hear about new tools you can share.

[Sign up for quarterly emails](#)

If you have any questions about the Veterans Crisis Line campaign, please contact Rhett Herrera at [rhetL.herrera@va.gov](mailto:rhetL.herrera@va.gov).

Show your support for our Nation's Veterans and their families by raising awareness of the Veterans Crisis Line and using our easy-to-use materials and use them to help spread the word about this toll-free, confidential resource that helps Veterans and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

### #ThePowerOf1



Continue the conversation and spread the word using the new Social Media Toolkit.

[Explore Toolkit](#)

#### Latest Announcements



September 2015



August 2015



June 2015



Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net)  
or text to 838255



## 1 CONVERSATION

can open the door TO SUPPORT

### Partner Outreach Hub Veterans Crisis Line Shareable Materials

- Home
- Social
- Materials
- Video
- Radio

### Social Media Toolkit

Please use the toolkit below to spread the word about the Veterans Crisis Line on your social networks.

Watch & Share the "1 Act" Video



[Sign up for quarterly emails](#)

If you have any questions about the Veterans Crisis Line campaign, please contact Rhett Herrera at [rhetL.herrera@va.gov](mailto:rhetL.herrera@va.gov).

Share on Social Media



Create a Message of Hope



Download Social Media Content and Graphics



Get & Now Social Media Content

Social Media Cover and Profile Photos



# Local Resources and Outreach Efforts

- County Suicide Prevention Coalitions
- County MH Boards
- Wright Patterson AFB
- National Guard/Reserve Units
- Colleges/Universities (UC, Columbus State CC, CSU, OU, Rio Grande)
- Local Health/Mental Health Systems
- LGBTQ Community



# Spreading the Word About Gun Safety

A suite of online and print materials is being created for supporters to share with their networks.

Online toolkit includes:

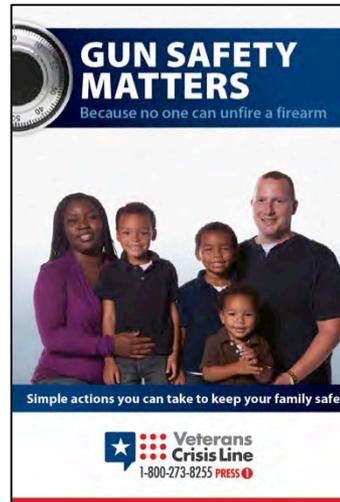
- Video
- Social media content
- Fact sheet
- Brochure

Materials are available for download at:  
[VeteransCrisisLine.net/SpreadTheWord](http://VeteransCrisisLine.net/SpreadTheWord)

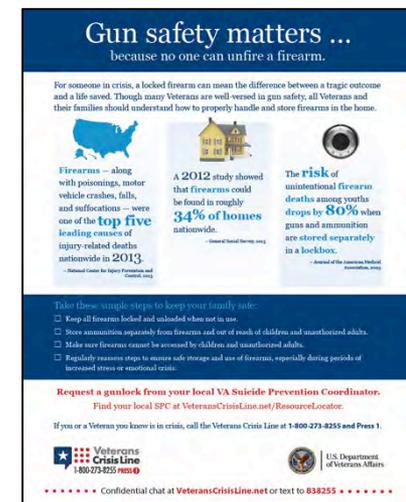
## Video



## Brochure



## Fact Sheet





# Free Gunlocks at VA Medical Centers



Suicide Prevention Coordinators at VA Medical Centers can provide gun locks to secure firearms in the home.

**No questions asked.**



# Make the Connection

Make the Connection is about changing the conversation and reducing the stigma Veterans and the general public associate with mental health. The campaign promotes the message that resources are available, treatment works, and recovery is possible.

## Listen

More than 600 videos of real stories from Veterans about experiencing mental health challenges and how they found support

## Learn

Information about life events, signs and symptoms, and conditions

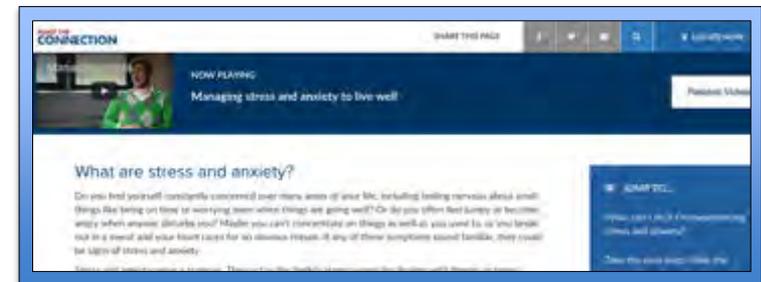
## Locate

Find VA, SAMHSA, and National Resource Directory resources near you

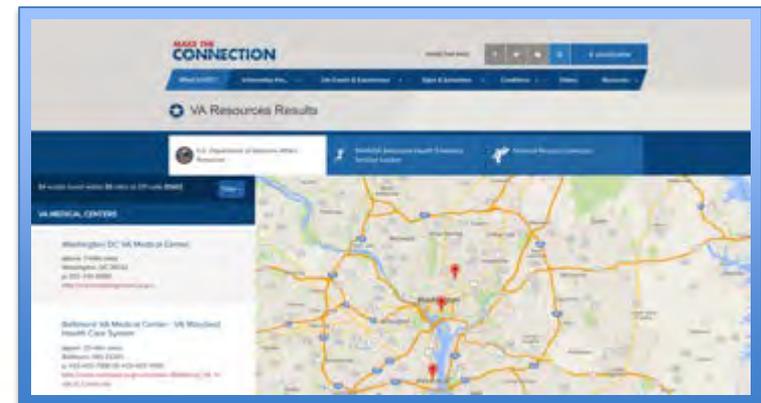
### Listen



### Learn



### Locate





# Home Page

## Interactive Filter

- Helps user find customized information most relevant to them
- The page customizes in real time as visitors add self-identifying info

**MAKE THE CONNECTION**

SHARE THIS PAGE [LOCATE NOW](#)

What is MTC? Information For... Life Events & Experiences Signs & Symptoms Conditions Videos Resources

Use the site filter to discover information and Veterans' stories of recovery tailored to you.

I served in

I am  Male  Female

[Clear Selections](#)

[View Darren's story](#)

**Life Events & Experiences**  
Situations or events that may lead to certain challenges

**Signs & Symptoms**  
Common feelings or physical signs that can affect daily life

**Conditions**  
Conditions related to mental or physical health

**Family Members of Veterans Share Their Stories**

**Preparing for Deployment**  
In this video, spouses, partners, and family members discuss the challenges the Veterans in their lives experienced and speak to their shared journey of recovery.

**Other life events and experiences**



# Video Gallery

## Interactive Filter

- Filter customizes video results in real time, providing users with stories of Veterans with similar experiences
- Choose from several filter identifiers, including a list of signs and symptoms and conditions
- Users view an expansive library of more than 600 videos

**MAKE THE CONNECTION**

SHARE THIS PAGE

f t e Q LOCATE NOW

What Is MTC? Information For... Life Events & Experiences Signs & Symptoms Conditions Videos Resources

### ★ Video Gallery

Choose from the options below to find the stories most relevant to you. Sort videos on as many or as few options as you prefer.

GENDER ERA BRANCH COMBAT EXPERIENCE FAMILY/FRIEND

Both All All Both Both

Advanced Filters

Showing 24 of 626 matching stories

A Marine's journey of recovery after TBI and PTSD

Women Veterans' inspiring true stories

Brenda found the support she needed to live well

Finding a Veteran connection years after Vietnam



# Video Gallery

## Interactive Filter

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**MAKE THE CONNECTION**

SHARE THIS PAGE

What Is MTC? Information For... Life Events & Experiences Signs & Symptoms Conditions Videos Resources

### ★ Video Gallery

Choose from the options below to find the stories most relevant to you. Sort videos on as many or as few options as you prefer.

**GENDER** Both **ERA** All **BRANCH** All **COMBAT EXPERIENCE** Both **FAMILY/FRIEND** Both Close

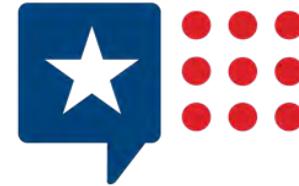
Life Events & Experiences	Signs & Symptoms	Conditions	Kind of Story
<input type="checkbox"/> Death of Family or Friends	<input type="checkbox"/> Alcohol or Drug Problems	<input type="checkbox"/> Adjustment Disorder	<input type="checkbox"/> My Story, My Connection
<input type="checkbox"/> Family and Relationships	<input type="checkbox"/> Anger and Irritability	<input type="checkbox"/> Anxiety Disorders	<input type="checkbox"/> Long Video Testimonial
<input type="checkbox"/> Financial and Legal Issues	<input type="checkbox"/> Chronic Pain	<input type="checkbox"/> Bipolar Disorder	<input type="checkbox"/> Short Video Testimonial
<input type="checkbox"/> Homelessness	<input type="checkbox"/> Confusion	<input type="checkbox"/> Depression	<input type="checkbox"/> Public Service Announcement
<input type="checkbox"/> Jobs and Employment	<input type="checkbox"/> Difficulty Concentrating	<input type="checkbox"/> Effects of Military Sexual Trauma	<input type="checkbox"/> Compilation
<input type="checkbox"/> Physical Injury	<input type="checkbox"/> Dizziness	<input type="checkbox"/> Effects of Traumatic Brain Injury	
<input type="checkbox"/> Preparing for Deployment	<input type="checkbox"/> Eating Problems	<input type="checkbox"/> Problems with Alcohol	
<input type="checkbox"/> Retirement and Aging	<input type="checkbox"/> Feeling on Edge	<input type="checkbox"/> Problems with Drugs	
<input type="checkbox"/> Spirituality	<input type="checkbox"/> Feelings of Hopelessness	<input type="checkbox"/> PTSD	
<input type="checkbox"/> Student Veterans / Higher Education	<input type="checkbox"/> Flashbacks	<input type="checkbox"/> Schizophrenia	
<input type="checkbox"/> Transitioning from Service	<input type="checkbox"/> Gambling	<input type="checkbox"/> Suicide	
	<input type="checkbox"/> Guilt		
	<input type="checkbox"/> Headaches		
	<input type="checkbox"/> Loss of Interest or Pleasure		
	<input type="checkbox"/> Nightmares		
	<input type="checkbox"/> Noise or Light Irritation		
	<input type="checkbox"/> Reckless Behavior		
	<input type="checkbox"/> Relationship Problems		



# What You Can Do

- Educate yourself and support staff about the various resources
- Download, print, and distribute materials to Veterans and stakeholders
- Download and play public service announcements and other videos on monitors in your facility's waiting areas
- Share outreach materials such as newsletter articles and social media content with your networks

**Veterans  
Crisis Line**



**1-800-273-8255**

**PRESS 1**

**MAKE THE  
CONNECTION**

***www.MakeTheConnection.net***



the campaign to  
**change**direction



# Operation S.A.V.E.

Operation S.A.V.E. will help you act with care and compassion if you encounter a Veteran who is in suicidal crisis. The acronym “S.A.V.E.” helps one remember the important steps involved in suicide prevention:

- Signs of suicidal thinking should be recognized
- Ask the most important question of all
- Validate the Veteran’s experience
- Encourage treatment and Expedite getting help



# Importance of identifying warning signs

- Many Veterans may not show any signs of intent to harm themselves before doing so
- There are behaviors which may be signs that a Veteran needs help
- Veterans in crisis may show behaviors that indicate a risk of harming themselves



# Signs of suicidal thinking

Learn to recognize these warning signs:

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends



# Signs of suicidal thinking

- **The presence of any of the following signs requires immediate attention:**
  - Thinking about hurting or killing themselves
  - Looking for ways to die
  - Talking about death, dying or suicide
  - Self-destructive or risk-taking behavior, especially when it involves alcohol, drugs or weapons



# Veteran-specific risks

- Frequent deployments
- Deployments to hostile environments
- Exposure to extreme stress
- Physical/sexual assault while in the service (not limited to women)
- Length of deployments
- Service-related injury
- TBI



# Asking the question

- Are you thinking of suicide?
- Have you had thoughts about taking your own life?
- Are you thinking about killing yourself?



# Asking the question

**DO** ask the question if you've identified warning signs or symptoms

**DO** ask the question in such a way that is natural and flows with the conversation

**DON'T** ask the question as though you are looking for a "no" answer

- "You aren't thinking of killing yourself are you?"

**DON'T** wait to ask the question when he/she is halfway out the door



# Things to consider

- Remain calm
- Listen more than you speak
- Maintain eye contact
- Act with confidence
- Do not argue
- Use open body language
- Limit questions-let the Veteran do the talking
- Use supportive, encouraging comments
- Be honest-there are no quick solutions but help is available



# Validate the Veteran's experience

- Talk openly about suicide. Be willing to listen and allow the Veteran to express his or her feelings.
- Recognize that the situation is serious
- Do not pass judgment
- Reassure that help is available



# Encourage treatment and Expediting getting help

- **What should I do if I think someone is suicidal?**
  - Don't keep the Veteran's suicidal behavior a secret
  - Do not leave him or her alone
  - Try to get the person to seek immediate help from his or her doctor or the nearest hospital emergency room, or
  - Call 911
- **Reassure the Veteran that help is available.**
- **Call the Veterans Crisis Line at 1-800-273-8255, Press 1**



# VA Resources

- **Mental Health** – [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov) – VHA provides specialty inpatient and outpatient mental health services at its medical centers and community-based outpatient clinics. All mental health care provided by VHA supports recovery, striving to enable people with mental health problems to live a meaningful life in their community and achieve their full potential.
- **Vet Centers** – [www.vetcenter.va.gov](http://www.vetcenter.va.gov) – Vet Centers are VA community-based centers that provide a range of counseling, outreach, and referral services.
- **Coaching Into Care** – <http://www.mirecc.va.gov/coaching/services.asp> or call 888-823-7458 to reach a coach. A free, confidential “coaching” service provided by VA that helps Veterans’ family members and friends to recognize when a Veteran needs support and to connect them with local resources.
- **Community Provider Toolkit** – <http://www.mentalhealth.va.gov/communityproviders/miniclinics.asp> – VA’s Community Provider Toolkit offers Mini-Clinics, an online resource that enables clinicians to easily access information and tools for treating Veteran patients with various mental health conditions. These online “clinics” contain tools for assessing patients for these conditions and training clinicians to treat those patients, as well as educational handouts.
- **PTSD** – [www.ptsd.va.gov](http://www.ptsd.va.gov) – Each VA Medical Center has specialists who provide treatment for Veterans with posttraumatic stress disorder. The PTSD Coach application allows phone users to manage their symptoms, links them with local sources of support, and provides information on PTSD.  
[www.ptsd.va.gov/public/pages/PTSDCoach.asp](http://www.ptsd.va.gov/public/pages/PTSDCoach.asp).

COLUMBUS STATE

COMMUNITY COLLEGE

2016

B. A. O. L.

C. R. T. F. J. N. G.

O. I. F. H. P. A. L. W. R. K. S. A. O. P.

<https://youtu.be/zudFEvTj9H0>

# 2016 SCO WORKSHOP

## INTRODUCTIONS

- SAA Staff
- VA Staff (Cleveland, STL, Columbus)
- CSCC Staff
- House Keeping
- Agenda
- Lunch



2016 SCO WORKSHOP

**HARRY DULICK**  
**Ohio Education Liaison Representative**

# Role of the Education Liaison Representative

- Maintain communication with certifying officials
- Close working relationship with SAA
- Interpret VA regulations, policies and procedures
- SCO State workshops
- Approval data base
- Conduct compliance surveys
- Present information about VA education benefit programs & certification requirements
- Assist VA RPO St Louis as needed
- Technical assistance to VA Central Office
- VAONCE Administrator
- Conduct EO Investigations
- Provide support to the CELO

# SCO Turnover Issues

- Generally ELRs experience an SCO turnover rate of approximately 30% each year based on revised designation of certifying official forms submitted
- Each change requires updating in our data bases (WEAMS) – approval data, and VAONCE – authorizing new SCO's access to web based enrollment submissions
- Continuing need for training – SCO on line training modules found on the GI Bill web site, SCO National Handbook, and VAONCE User Guide are essential for training and effectively certifying and monitoring students



Department of Veterans Affairs

**DESIGNATION OF CERTIFYING OFFICIAL(S)**

**GENERAL INSTRUCTIONS**

1. This form **MUST ONLY** be completed by a responsible official with the authority to designate certifying officials for the school or training establishment.
2. This form must be completed whenever there is a change in any of the information. Include the names, titles, and signatures of all certifying officials, not just the changed information.

**SPECIFIC INSTRUCTIONS**

1. Item 1: Enter the complete name and address of the school or training establishment.
2. Item 2: Enter the certifying official's telephone number.
3. Item 3: Enter the certifying official's fax number.
4. Item 4: Enter the certifying official's e-mail address. As an alternative, you may enter the e-mail address for the office where the certifying official works.
5. Item 5A: Enter the complete name and title for each designated certifying official. Have each person sign the form on the same line as his or her name and title. If any of the certifying officials have limited jurisdiction, note such limitations in Item 6, "Remarks". Use space below if needed.
6. Item 5B: If facsimile (e.g., rubber stamp) signatures will be used for any certifying officials, enter a sample in the appropriate block. In addition, have the individual initial next to the sample.
7. Item 5C: If veterans and other eligible persons will be claiming individualized tutorial assistance, complete these blocks.
8. Items 7 and 8: Sign and date the form. The person signing the form must be a person of significant authority, i.e., registrar, academic dean, or higher.

**PURPOSE:** This form is used to provide the names and signatures of those individuals who are authorized to certify enrollment information to the Department of Veterans Affairs.

1. NAME AND ADDRESS OF SCHOOL OR TRAINING ESTABLISHMENT (Include ZIP Code)

**FOR VA USE ONLY**

2. TELEPHONE NUMBER(S) OF CERTIFYING OFFICIAL(S) (Include Area Code)

3. FAX NUMBER OF CERTIFYING OFFICIAL(S) (Include Area Code)

4. E-MAIL ADDRESS OF CERTIFYING OFFICIAL(S)

**E. THE FOLLOWING ARE DESIGNATED AS CERTIFYING OFFICIAL(S) OF THIS SCHOOL OR TRAINING ESTABLISHMENT**

A. OFFICIALS DESIGNATED TO SIGN VA ENROLLMENT CERTIFICATIONS, CERTIFICATIONS OF CHANGE IN STUDENT STATUS, CERTIFICATIONS OF DELIVERY OF ADVANCE PAYMENTS, CERTIFICATIONS OF PURSUIT, ATTENDANCE, FLIGHT TRAINING, ON-THE-JOB OR APPRENTICESHIP TRAINING (AS APPLICABLE), OTHER CERTIFICATIONS OF ENROLLMENT ARE:

NO.	NAME	TITLE	SIGNATURE
(1)			
(2)			
(3)			
(4)			

B. THE USE OF THE FOLLOWING FACSIMILE (e.g., rubber stamp) SIGNATURES FOR THE OFFICIALS LISTED IN ITEM 5A ABOVE ARE AUTHORIZED.

(1)	(2)
(3)	(4)

**E. THE FOLLOWING ARE DESIGNATED AS CERTIFYING OFFICIALS OF THIS SCHOOL OR TRAINING ESTABLISHMENT (Continued)**

C. FOR POSTSECONDARY EDUCATIONAL INSTITUTIONS ONLY - OFFICIALS DESIGNATED TO SIGN THE SCHOOL PORTION OF VA FORM 22-1990T, APPLICATION AND ENROLLMENT CERTIFICATION FOR INDIVIDUALIZED TUTORIAL ASSISTANCE, ARE:

NO.	NAME	TITLE	SIGNATURE
(1)			
(2)			
(3)			

E. REMARKS

It is hereby certified that the Department of Veterans Affairs will be notified of any changes in the designations shown on this form as they occur.

7. SIGNATURE AND TITLE OF DESIGNATING OFFICIAL

8. DATE

**PENALTY:** - The law provides that whoever makes any statement of a material fact knowing it to be false shall be punished by fine or imprisonment or both.

**PRIVACY ACT NOTICE:** VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses as identified in the VA system of records, 58VA21/22, Compensation, Pension, Education and Rehabilitation Records - VA, and published in the Federal Register. An example of a routine use (e.g., VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for VA to obtain further information as may be necessary from the school for VA to properly process the veteran's education claim or to monitor his or her progress during training). Your obligation to respond is required to obtain or retain education benefits. VA cannot recognize you as the proper certifying official unless the information is furnished as required by existing law (38 U.S.C. 3600(g)). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others is subject to verification through computer matching programs with other agencies.

**RESPONDENT BURDEN:** We need this information to identify you as the certifying official for your school or job training establishment when reporting pursuit of training for veterans and other eligible persons (38 U.S.C. 3604). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 10 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [www.whitehouse.gov/library/omb/OMBINV.VA.EPA.html](http://www.whitehouse.gov/library/omb/OMBINV.VA.EPA.html). If desired, you can call 1-888-61-BILL-1 (1-888-442-4511) to get information on where to send comments or suggestions about this form.

VA FORM 22-8794, JAN 2007

February 28, 2014

The following changes have occurred occur on the Internet version of VA-ONCE:

All users will have to change their password the first time they log in.

All users will have to change their password every 90 days after the initial change.

Users, with the exception of "View Only" users, who have not taken a recordable action within the last 180 days will be deleted.

"View Only" users must log in within 30 days or the account will be deleted.

Valid School Certifying Officials whose accounts are deleted will need to re-establish an account through their Education Liaison Representative. School Certifying Assistant accounts will need to be re-established by a School Certifying Official.

**The following information is furnished to those VA Certifying Officials who have access and utilize VAONCE for preparing and submitting enrollments.**

**Institutions that have previously submitted a VAONCE Memorandum of Understanding (MOU) to participate in VAONCE also provided to their VA Education Liaison Representative the names of individuals who were requesting access to VAONCE as SCO's.**

**The responsibility for maintaining accurate and up to date information on those designated certifying officials with VAONCE access is the VA Education Liaison Representative.**

**Numerous instances have been identified by VA of designated SCO's authorized VAONCE access that are no longer in the position or no longer an employee of the institution. Further, the institution did not inform their ELR of the need to delete these individuals as both certifying officials and remove them from VAONCE access.**

**However, the Certifying Officials must change their VAONCE password every 90 days and if they do NOT take a recordable action in VAONCE within 180 days will again be deleted.**

#### **CONTACT INFORMATION:**

**Please contact your VA Education Liaison Representative by either email or phone call if you have been deleted in VAONCE**

**Please note that your VA ELR cannot assist you with those individuals your institution has given View Only access. VA ELR's as VAONCE administrators can assist those individuals that were given VAONCE access.**

**VANCE**

PE03166\_

# **User Accounts**

VA-ONCE Administration - Windows Internet Explorer

**VA-ONCE**  
VAonced4  
2-3-2022-22

**User School Maintenance**

User Accounts  
User Preferences

**Administration Functions**

Select  
Admin  
Reports  
Logout

Tasks Margin Help

Trusted sites 100%

### STEP 1: INITIAL SET UP – **User Accounts**.

*User Accounts allows the School Certifying Official the ability to add / delete additional users and give those users specific edit, delete, or read only access.*

(1)Click on ADMIN BUTTON.

(2)Click on USER.

(3)Click on USER ACCOUNTS

VA-UNCE School Users - Microsoft Internet Explorer

VA-UNCE  
Libraries  
1-7-2009-09

Add Delete

User Accounts

Last Name	First Name	Login Name	Delete	Edit
				✓
			✓	
				✓

Print

Select

Admin

Reports

Logout

Edit User

Save Cancel

First Name \* Middle Name Last Name \* MS. Suffix

ST

Log in name \*

Reset

Can Delete Student Information

Can Edit Student Information

Tasks Margin Help

Done

Start

INDEX - Microsoft Outlook

Microsoft PowerPoint - [...]

VA-UNCE School Users...

2:19 PM

**STEP 2: INITIAL SET UP – User Accounts.**

(1)Click ADD. (2)Complete information. (3)Click on SAVE when completed.

*By checking Delete, the individual will be able to view, edit, and delete. By checking Edit, the individual will be able to view and edit only. If you check Neither, the individual will have “read only” access.*

# VAONCE

## ELR RESPONSIBILITIES

### Process:

ELR is point of contact for institution on:

- VAONCE MOU
- VA Form 22-8794 Designation of Certifying Official form to ELR (OBTAIN FROM ELR)
- ELR provides VAONCE log in and password
- ACCESS VAONCE USER GUIDE
- ACCESS VA NATIONAL SCO HANDBOOK

# VAONCE REMARKS

## How you can help us

Examples of what not to use in the Remarks Section:

- Happy Holidays!
- Spring Break/Holiday Break!
- Will submit T&F at a later date

Just now if a remark is put in that is not a standardized remark, it will be off-ramped.

So if you really don't have a valid reason for the claim to be manual processed, be mindful of what you put in the remarks section.

# Internet Inquiries (RNW)

## Right Now Web Inquiries

VA RPO provides 2 e-mail boxes

General public

VA Certifying Officials

It is important to register in RNW as a school certifying official

# Internet Inquiries (RNW)

## SCO

- Status of certification
- Tuition and fee payment
- File number for CH 35 student
- Hardship case (place in Subject line)
- Report Academic Probation
- Clarification of debt

## Student

- Remaining entitlement
- Delimiting date
- Status of payment
- Set-up direct deposit
- Report address change
- Submit new documents
- Benefit questions

# SCO Contacting VA

## VA Education Toll Free numbers:

- General Number – 1-888-442-4551
- \*Special SCO Hotline – 1-855-225-1159
- \* Do not give out this number
- GI Bill web site for sending secure email to VA RPO St Louis (Right Now Web) Ask a Question
  - [www.benefits.va.gov](http://www.benefits.va.gov)

# SCO Questions for ELR

## **VA-ONCE Questions**

- Access
- Training
- Technical issues

## **Certification Questions**

- Training
- Unique reporting situations
- Updated designation of Certifying Official form

Program Approval Questions

Procedural Questions/New VA Benefits

VETERANS ASSISTANTANCE- WWW.GIBILL.VA.GOV

The logo for eBenefits, featuring a stylized 'e' icon composed of three horizontal bars on the left, followed by the word 'Benefits' in a bold, blue, sans-serif font.

Check Your Current  
Post-9/11 GI Bill  
Enrollment Status  
on eBenefits

[www.ebenefits.va.gov](http://www.ebenefits.va.gov)

# CHANGES TO VAONCE

## What is SCO Certifying on Enrollments

- The institution has exercised diligence in meeting all applicable requirements of Title 38 USC and any failure by the institution to meet any requirements of the law will be reported promptly to VA
- The institution agrees to report promptly to VA any enrollment change and any change due to unsatisfactory progress, conduct or attendance. Promptly means within 30 days of the enrollment change. Except for students receiving benefits under Chapter 33, the institution need not report an enrollment change for a student who was in full-time attendance before the change and in fulltime after the enrollment change.

# The “Un-terminate” Option

- Amending/Adjusting certifications that have already been terminated
- No More Paper 1999bs

## The “Un-terminate” Option

Situation: You accidentally terminate a certification. You were attempting to reduce from 12 to 9 credits and now you can't get your mistake back. What to do.....

1. Complete a brand new certification as you originally had submitted before (duplicating the first cert)
2. Add a standard remark to the new cert by clicking on the '*Modify Remarks List*'
3. The Remarks options appear. Click on the 'VBA Standard Remarks' drop down list and choose the standard remark 'Correcting Previously Terminated Enrollment. "Notice of Change in Student Status(S) To follow"
4. You can now make any necessary adjustments to the term as necessary.

# The “Un-terminate” Option

## VBA Standard Remarks

Acceleration Certification On File.  
Application Sent Via US Mail.  
Student Applied Using VONAPP.  
Student's Signed Request For Change Of Program/Place Of Training Is On File.  
Reporting Credit For Prior Training.  
Course(S) Being Pursued At Branch Location:  
Practical Training Course(S) Taken.  
Remedial Training Course(S) Taken.  
Concurrent Enrollment At Secondary School:  
Student Called To Active Duty.  
Reporting Ch 33 Enrollment Or Change Prior To 8-1-11. Separate Tuition And Fees Are:  
Student Eligible For Restored Rates. Separate Tuition And Fees Are:  
Correcting Tuition And Fees Only  
Compliance Survey Referral. Upon Completion Of Award Send Overpayment Or Underpayment Amounts To:  
Correcting Previously Terminated Enrollment. Notice Of Change In Student Status(S) To Follow.  
Other

# VAONCE and SSN/VA FILE NUMBERS

“Please stress the need for correct SSNs. Be sure to tell them NEVER add a student if a different student name comes up. SSNs are a big mess to correct. If a different name comes up, they should contact the ELR, who should come to me. Also, they should deactivate students. There is no need to have student that were last certified in 2005 as “active”. It slows down the time it takes their Select Student page to load. “

Marie L. George  
Chief Education Liaison Officer

# DEBT MANAGEMENT



## Why is a Debt Established for a School?



- Student never attended classes for which he/she was certified
- Student completely withdrew on or before the first day of the term. If a student reduced, the debt shall be assessed to the student
- Student died during the term or before the term started
- School received a payment for the wrong student
- School received a duplicate payment
- School submitted an amended enrollment certification and reported reduced tuition and fee charges, reduced Yellow Ribbon amount, or both
- VA issued payment above the amount certified on the enrollment certification that was used to process the payment

# DEBT MANAGEMENT



## How can a school pay a tuition debt assessed to a student?



If the Debt Management Center receives a payment from a school, in order to apply it to a student debt we **must** receive one of the following with the check:

1. The remittance stub for the student debt
2. A letter specifically stating that the school wants to pay the student debt

**PLEASE NOTE:** If there is no school debt and DMC receives a payment from a school without one of the above items, or if the payment DMC receives for the student is for more than the amount of the student debt, the payment will be forwarded to Muskogee for processing

# DEBT DISPUTES



## How do I Submit a Dispute or Inquiry to DMC?



- Emailing [dmcedu.vbaspl@va.gov](mailto:dmcedu.vbaspl@va.gov) is the best method
- Please include the following information in your email:
  - The student's First Initial, Middle Initial, and last Name
  - The last four digits of the student's File Number or SSN
  - Your school's name and facility code
  - The debt amount you are disputing/inquiring about
  - A detailed explanation

# CONTACTING DMC



## How do I Contact DMC Directly?



School e-mail inquiries may be directed to:

[dmcedu.vbaspl@va.gov](mailto:dmcedu.vbaspl@va.gov)

Otherwise, the toll free number to our call center is:

1-800-827-0648

1-612-970-5782 fax

**CALLING YOUR ELR IS THE LAST RESORT**

# TRANSFER OF ENTITLEMENT - ISSUES

## CH33 Post-9/11 GI Bill Transfer of Entitlement

### Spouses:

May use after transferor completes 6 years in Armed Forces

Paid at transferor's rate - Cannot be paid monthly housing allowance or books and supplies stipend if the transferor is on active duty when the spouse is receiving benefits

Can continue to use benefits if divorced, unless the transferor revokes remaining entitlement

Can use benefits up to transferor's 15-year eligibility period, unless transferor specifies an earlier ending date

Not limited to highest in-State tuition and fee rates while transferor in on active duty

# CONTACT INFORMATION

## SCO Contacting VA

### VA Education Toll Free numbers:

- General Number – 1-888-442-4551
- \*Special SCO Hotline – 1-855-225-1159
- \* Do not give out this number
- GI Bill web site for sending secure email to VA RPO St Louis (Right Now Web) Ask a Question
  - [www.benefits.va.gov](http://www.benefits.va.gov)
- SAA CONTACT INFORMATION – 614-466-9287

# CERTIFICATION ISSUES

## Certifying Enrollment

**Non Chapter 33 can be certified for more than one term at a time (Fall semester 2015 & Spring semester 2016); or multiple non-standard terms**

**Chapter 33 is restricted to one quarter or semester and for non-standard terms limited to equivalent length of a semester or quarter.**

# TRAINING TIME

## Training Time Measurement

VA training time measurement:

Undergraduate credit (semester/quarters)

Nonstandard term credit hour equivalency based on semester or quarter hour credits calculated on length of term for equivalent training time.

Use nonstandard term calculator **COMING OUT SOON**

Also refer to pages 56-59 of SCO Handbook

# CLEVELAND NEWS AND UPDATES

- New ECSS for Ohio planned
- AVECO Conference is June 19 to 23, 2017
- Ohio SAA / VA Workshop 2017 planned
- Roundtable Training for 2017 planned





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# Education Service Update

*Marie George*

*Chief Education Liaison Officer*

[benefits.va.gov/gibill](https://benefits.va.gov/gibill)



# POST★9/11 GI BILL

*It's Your Future*

If dolphins are so smart, why do they keep getting caught in the tuna net?

If a turtle loses its shell, is it considered naked or homeless?

Why does no one want to save the carp?

Why do kids always ask “why” when you explain things to them?

Why do they have forks at authentic Chinese restaurants?

Why is okay to spell canceled with one or two Ls?



POST★9/11  
GI BILL

*It's Your Future*

## Education Service Update

*Ohio State  
School Certifying Official  
Workshop*

[benefits.va.gov/gibill](https://benefits.va.gov/gibill)

# Overview

- FY 2011-FY 2013 Trainees/Dollars Paid
- Claims Processing Highlights
- Upcoming Releases
- Education Call Center
- GI Bill® Registered Trademark
- Compliance Activity
- Flight Schools
- GI Bill® Feedback System
- GI Bill® Comparison Tool
- Outcome Measures
- REAP
- Contact Us



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# FY 2011 – FY 2015 Trainees/Dollars Paid

Benefit	Education Programs	FY 11 Trainees Dollars Paid	FY 12 Trainees Dollars Paid	FY 13 Trainees Dollars Paid	FY 14 Trainees Dollars Paid	FY 15 Trainees Dollars Paid
Chapter 30	Montgomery GI Bill (MGIB)-AD	185,220 / \$1.4B	118,549 / \$932M	99,755 / \$775M	77,389 / \$512M	61,403 / \$442.2M
Chapter 32	Veterans Educational Assistance Program (VEAP)	112 / \$1.3M	76 / \$682K	29 / \$496K	8 / \$359K	4 / \$35K
*Chapter 33	Post-9/11 GI Bill	555,329 / \$7.7B	646,302 / \$8.5B	754,229 / \$10.2B	790,408 / \$10.8B	790,507 / \$11.2B
Chapter 35	Survivors' and Dependents' Educational Assistance Program (DEA)	90,657 / \$463M	87,707 / \$455M	89,160 / \$483M	90,789 / \$514M	91,755 / \$493.2M
Chapter 1606	Montgomery GI Bill Selected Reserve (MGIB-SR)	65,216 / \$201M	60,393 / \$157M	62,656 / \$156M	63,745 / \$150M	63,030 / \$141.1M
Chapter 1607	Reserve Educational Assistance Program (REAP)	27,302 / \$95M	19,774 / \$77M	17,297 / \$70M	13,784 / \$56M	9,965 / \$40.5M
	Veterans Retraining Assistance Program (VRAP)	N/A	12,251 / \$6.1M	67,918 / \$428M	52,288 / \$413M	N/A
<b>Total</b>		<b>923,836 / \$9.8B</b>	<b>945,052 / \$10.1B</b>	<b>1,091,044 / \$12.1B</b>	<b>1,088,411 / \$12.4B</b>	<b>1,016,664 / \$12.3B</b>
Note: Dollars may not add due to rounding						

As of July 7, 2016, VA issued \$65 billion in Post-9/11 GI Bill benefit payments to 1,597,874 individuals since program inception (August 2009).

# Claims Processing Highlights

## Chapter 33 Implementation Data

09/05-09/11	CH33 Original Claims Received	CH33 Original Claims Pending	*CH33 Original Claims Completed	CH33 Inquiries Received	CH33 Inquiries Pending	CH33 Inquiries Completed
<b>Buffalo</b>	682	2,613	47,594	589	264	635
<b>Atlanta</b>	391	1,629	18,265	222	373	190
<b>St Louis</b>	723	4,064	52,617	457	293	589
<b>Muskogee</b>	1,683	4,160	115,439	154	154	3
<b>Totals</b>	<b>3,479</b>	<b>12,466</b>	<b>233,915</b>	<b>1,422</b>	<b>1,084</b>	<b>1,417</b>

09/05-09/11	Work Items Pending Last Week	Work Items Received During Week	Current Work Items Pending
<b>Buffalo</b>	25,739	27,541	28,787
<b>Atlanta</b>	17,278	9,939	17,115
<b>St Louis</b>	48,857	27,199	53,166
<b>Muskogee</b>	35,601	53,102	37,288
<b>Totals</b>	<b>127,475</b>	<b>117,781</b>	<b>136,356</b>

\*Data represents all EDU claims



# Upcoming Releases

## **Long Term Solution Release 6.6:**

- Fix security vulnerabilities and address Section 508 compliance issue
- Provide new version of the Appeals Decision attachment letter
- Generate updated MITC letters with attachments when applying for 6 Credit Hour Exclusion and for Power of Attorneys
- Deployment in production scheduled for October 2017

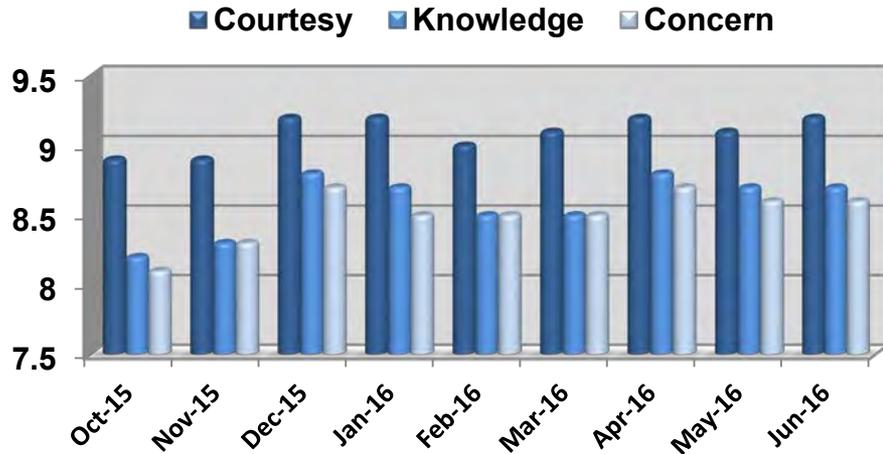
## **Education Call Center (ECC) Customer Relationship Management (CRM) Tool Release 3.0:**

- Release 3.0 began user acceptance testing (UAT) the week of June 20,2016
- Reports and dashboards to enhance call tracking; infrastructure updates
- Deployment into production scheduled for 4<sup>th</sup> quarter 2016



# Education Call Center Highlights

## JD Power External Quality Scores



FY 16 Quarter 1 average calls answered per month: 212,083

FY 16 Quarter 2 average calls answered per month: 232,023

Overall satisfaction score for June 2016 is 851:

- Exceeds the government benchmark of 721
- Exceeds the service industry benchmark of 815

*June 2016*

## Internal Quality Scores



Overall Quality - 99.68%  
 Technical Quality - 99.88%  
 Courtesy/Professionalism - 99.48%

Courtesy of Representative - 9.2  
 Representative's Concern - 8.7  
 Knowledge of Representative - 8.6

# GI Bill® Registered Trademark

- GI Bill® is a Federally registered trademark owned by VA
- As part of the Principles of Excellence, VA trademarked the term to stop deceptive and misleading promotional efforts targeting GI Bill educational benefits.

## **Authorized to use the trademark**

- Education/training institutions eligible to receive GI Bill benefits
- State Approving Agencies
- Recognized Veterans Service Organizations
- Must use the trademark symbol in the most prominent place and give attribution (wording on <http://www.benefits.va.gov/gibill> along with full instructions on Terms of Use)

## **Third-party users**

- Cannot use the term in company names, internet domain names or logos
- Can only use the term to promote VA benefit programs



# GI Bill® Registered Trademark

## No one may

- Use the GI Bill trademark to imply a relationship, affiliation, or association with VA that does not exist
- Misrepresent VA services through use of the mark or by the use of confusingly similar wording

## Enforcement

- Report suspected violations by email to [GI-Bill.Trademark@va.gov](mailto:GI-Bill.Trademark@va.gov)

## Potential Violations Under Investigation

- Victory Media: trademark violation and deceptive marketing, cease and desist to stop all GI Bill advertising sent on 06/1/2016

# Compliance Activity

FY 15 Survey Data	
VA	2,352
SAA	2,983
Total Surveys	5,335

## FY16 guidance includes:

- Continue to use SECVA's authority to waive the requirement for an annual compliance survey based on an institution's demonstrated record of compliance
- Emphasize for-profit and non-accredited schools
- Revisit public institutions of higher learning with flight programs
- Visit all newly approved institutions
- On track to complete over 5,000 surveys this year



# Flight Schools

- Advisory dated September 1, 2015 about specification of required hours.
  - IHLs must have documented in their catalog, or approval package, the required number of training hours that a student must complete in order to fulfill the course's educational objectives and all mandatory fees (e.g., cost-per-hour of training) that an enrolled student will be charged for the training.
  - Each IHL was required to amend its program approval documentation or catalogs to reflect the above requirements within 60 days of the date of issuance of the Compliance and Liaison Advisory.
- Advisory dated December 4, 2015 about approvability of programs with private pilot training.
  - Programs at institutions that contract for flight training services through a stand-alone (vocational) flight facility are not approvable
  - Schools must bring flight training "in-house" or revise program curriculum to remove private pilot training by August 1, 2016.
- Webinars were held on September 17, 2015 and December 14, 2015 to articulate the guidance and the legal and regulatory foundations for this guidance.



# GI Bill® Feedback System

- On January 30, 2014, VA launched the Feedback System to intake student complaints concerning non-compliant POE schools
- Total complaints as of June 30, 2016: 6,345
  - Of these:
    - POE complaints: 4,002 (63%)
      - Pending: 47
      - Active: 102
    - Non-POE complaints: 2,343 (37%)
- Risk-based reviews conducted as of June 30, 2016: 122
  - 11 withdrawals
- GI Bill Feedback System Observations:
  - Communication – Issues between school staff and students
  - Financial issues – Timeliness of certification submission
  - Transfer of credits – General lack of understanding by students
  - Refund issues – Administration with multiple types of financial aid (Title IV & VA)



# GI Bill® Comparison Tool

**Comparison Tool** was launched on February 4, 2014, in response to Executive Order 13607 to implement and promote “Principles of Excellence.” As of July 4, 2016, it had over **3,194,719 unique page views** to over **1 million users**.

## **Recently added functionality:**

On November 11, 2015, VA released a complete redesign of the Comparison Tool featuring:

- School profile page
- Student outcome measures
- Enhanced search and print functionality
- Mobile/tablet compatibility
- A new look to the benefits calculator

The Comparison Tool is updated to include the use of a caution flags:

- Settlement with U.S. Government - EDMC
- Heightened cash monitoring
- Accreditation probation
- DoD probation for military tuition assistance
- FTC suit- DeVry Institute
- Department of Education notice of intent- DeVry Institute
- Flight Programs – Suspended for 85/15 violation

# GI Bill® Comparison Tool (cont.)

## Future releases will include:

- School Ratings
- Enhanced Data Service
- More Caution Flag Information
- School Certifying Official Contact Information
- Detailed Accreditation Information
- Major/Program type

<https://www.vets.gov/gi-bill-comparison-tool>

# Outcome Measures

## **Executive Order 13607**

- VA is required to develop and publish outcome measures, which will support Veterans, Servicemembers, and their family members in making the most informed educational decisions
- VA, ED, and DoD have been working in collaboration over the past three years to develop, define, and publish outcome measures that will provide information on available educational programs

## **Outcome measures progress:**

- November 25, 2014 – Missive to schools and other key stakeholders
- December 3, 2014 – School Certifying Official webinar
- December 23-24, 2014 – VA sent the data to the schools
- September 14, 2015 – VA extracted updated dataset to publish
- September 29, 2015 - Outcome measures published on the GI Bill Website

## **Outcome measures published by VA:**

- Retention Rate
- Persistence Rate
- Transfer-Out Rate
- Graduation Rate
- Certificate Completion Rate

<http://www.benefits.va.gov/gibill/docs/OutcomeMeasuresDashboard.xlsx>



# Reserve Educational Assistance Program (REAP)

- The National Defense Authorization Act of 2016 ended REAP on November 25, 2015, for new school enrollments.
- Due to Congressional mandate, VA can only grant REAP eligibility to those enrolled in school on November 24, 2015, or during their school's last term, quarter, or semester ending prior to that date.
- This change affects beneficiaries differently:
  - **Current REAP beneficiaries** -- Veterans who were attending an educational institution on Nov. 24, 2015, or during the last semester, quarter, or term ending prior to that date, are eligible to continue to receive REAP benefits until November 25, 2019.
    - 3,500 beneficiaries were enrolled in school on November 24, 2015.
  - **REAP beneficiaries not attending school** -- Veterans who previously applied for REAP but were not attending an educational institution on November 24, 2015, or during the last semester, quarter, or term ending prior to that date are no longer eligible to receive REAP benefits.
    - VA notified affected Veterans who previously applied for REAP benefits of this change and their potential eligibility for other VA educational assistance programs.
  - **New REAP applicants** – Veterans who have not enrolled in school and applied for REAP benefits prior to November 25, 2015, are no longer eligible for REAP benefits.



# Reserve Educational Assistance Program (REAP) cont.

- **He or she may still be eligible for Post-9/11 GI Bill benefits**, depending on the individual's dates of service.
  - There are approximately 6,500 beneficiaries with service dates on or after August 1, 2011, who did not have any prior service. Same-period service rules apply to anyone with service dates on or after August 11, 2011, which may impact eligibility for another education program.
- VA will evaluate all applications for REAP received on or after November 25, 2015, to determine eligibility for another program, including the Post-9/11 GI Bill, and will award benefits under a different program if found eligible.
- For FYTD 2016, VA identified 387 cases that were not found eligible for REAP or any other benefit.

# Contact Us



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U.S. Department  
of Veterans Affairs

WEBSITE: [www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill)

FACEBOOK: [www.facebook.com/gibillEducation](http://www.facebook.com/gibillEducation)

TELEPHONE: 1-888-GIBILL-1 (1-888-442-4551)



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# Compliance Surveys



- Purpose and Authority
- Objectives
- Documents Reviewed
- VA Enrollment
- VA Education Benefit Chapters
- Access to Institutional Records
- Types of Facilities Surveyed
- PL111-377 (SAA & VA Who conducts surveys)
- Preparation, Scheduling, Conducting, & Post Survey

# Purpose and Authority

Compliance surveys are conducted in order to ensure that schools and training establishments, and their approved courses, are in compliance with all applicable provisions of the laws administered by VA.

Authority:  
Title 38  
38 CFR  
M22-4

# Objectives of Compliance Surveys

## **Compliance surveys have five principal objectives:**

- (1) Verify the propriety of payments of educational benefits to eligible individuals under the provisions of the laws administered by VA;
- (2) Provide a reasonable basis for cooperating with SAAs;
- (3) Assist school or training officials and eligible individuals in better understanding their responsibilities and the procedural requirements of VA;
- (4) Determine, on the basis of facts disclosed from document reviews and personal visits, whether there are deviations from the responsibilities and requirements by eligible individuals, schools or training establishments; and
- (5) To assure that proper action is promptly taken through appropriate channels for the correction of existing discrepancies, or for the discontinuance of benefits in the event correction is not accomplished.

# Documents Reviewed

- **Institutional Records for Review -**
  - Types of and evidence of institutional advertising
  - Updated 22-8794 Designation of Certifying Official form
  - Current Catalog and student handbook
  - Copy of current student enrollment agreement or contract if appropriate
  - NCD programs as necessary – weekly scheduled hours of instruction
  - VA Form 22-1919 Conflicting Interest Certification for private institutions as appropriate
  - Non VA student record review to confirm charges same or similar to VA student enrollment

# Documents Reviewed

- **Institutional Records for Review-**
  - VA work study student records as appropriate
  - Institutional monitoring systems
  - Institutional tracking systems
  - Total student enrollment count
  - 85/15 compliance
  - Power of Attorney disclaimer (prohibited)
  - Method of instruction (on line, hybrid, blended, practical)
  - Student has applied and been accepted
  - Matriculated into approved program/objective
  - Non-accredited Institutions –
    - Restrictions on modality of instruction
    - Pro-rata refund of unused tuition
    - Timely refunds of unused tuition
    - Verification of enrollment limitation

# Guidance to SCO

## Records to Review Prior to Certification

- Ensure student has applied/accepted as a student
- Prior credit evaluation completed or pending
- Degree program approved
- Student term registration schedule
  - Confirm modality of instruction
  - Confirm length of period to certify
  - Confirm subjects apply to program
- DAR – Degree Audit Record
- Student Account Ledger for charges – net charges

# Enrollment Certification

- VA Form 22-1999, Enrollment Certification used by the SCO/Institution for certifying:
- Exercised reasonable diligence in meeting all applicable requirements for the following seven (7) criteria:

# Types of Facilities Surveyed

- VA compliance surveys are conducted at the following types of active facilities as of October 1, 2014 (FY15)
  - Institutions with 300 plus VA certified VA beneficiaries – 100%
  - Institutions of Higher Learning – (less than 300) – as required
  - Non College Degree Institutions – 100%
  - Vocational Flight Training Schools – 50%
  - Training Establishments – 100%
    - Apprenticeship (APPR)
    - On-the-Job training (OJT)
    - Federal and Nationally approved OJT and APPR facilities – excluded in FY15
  - EO Reviews
  - Student Interviews

# COMPLIANCE SURVEY



# Requested Documents

- Institutional Records for Sample Student Records:
  - Copy of unofficial transcript
  - Copy of Degree Audit Report (DAR)
  - Copy of Student Account Ledger
  - Verification of prior credit evaluations
  - Copy of Student term registration schedules
    - Identifying start date, end date
    - Identifying modality of instruction
    - Captures non-standard term dates by subjects
    - Progress Standards (GPA)
    - Obtaining LDA or last activity to confirm withdraw of subjects for student records

# Surveys - Scheduling

- Majority of compliance surveys involve travel meaning a number of institutions may be scheduled for a given week (Monday – Friday). We strive to not schedule at institution peak workload periods however this may not always occur based on travel plans.
  - A call to the primary SCO is done to schedule a date(s) and time for conducting the survey in addition to providing institution with names of students in the sample size to be reviewed.
  - A letter or email will be furnished the SCO of the student names and the institutional records to copy for our review.
  - The institutional records copied will be retained by VA and SAA to include in our compliance survey records – PII data is safeguarded and necessary as internal quality reviews by VA are conducted to ensure all aspects of the compliance survey were accurately reviewed and completed. **(procedures changed for FY17)**
- PII data can be shredded following a reasonable period from date of closed survey (normally within 90 days)**

# Conducting Survey

The onsite compliance survey may involve one or more individuals based on the size of the sample VA student records to review.

We will schedule an entrance briefing with the primary SCO and other institutional staff to describe and explain purpose of our visit and to confirm the requested records were provided for our review.

The second step is to review the student records and compare to VA Form 22-1999 and VA Form 22-1999b submissions to validate accurate and timely reporting to VA.

Questions and confirmation of additional data will be made to the SCO during the on site compliance survey to validate last date of attendance, withdraw dates, or any other action requiring justification or clarification.

The last step on the on site survey will be the exit briefing. The purpose of the exit briefing is to provide institution with survey results based on the findings with emphasis to identify the root cause of the exceptions.

# Remote Survey



# Compliance Survey Findings

- Common errors involve:
  - Not reporting changes or terminations (occasional instances or for all students)
  - Not reporting net charges correctly or YRP contributions incorrect
  - Not reporting unearned F grades – discontinued per VACO policy Nov 2013
  - Not reporting distance learning correctly
  - Late reporting of enrollments or enrollment changes to VA
  - Failure of institution to evaluate or monitor prior credit evaluations
  - Certifying credits that do not apply to program requirements
  - Certifying remedial subjects when offered on line
  - Incorrectly reporting LDA – last day of attendance on withdrawing
  - Certifying incorrect program name or type of training
  - Not reporting unsatisfactory progress or probation
  - Lack of institutional records to support certifications to VA
  - Certifying programs not approved by VA or SAA

# Post Survey Actions

Evidence of non compliance may involve overpayments to both institutions and students noted on compliance surveys.

Reporting errors of 30% or greater may result in an expanded review and a sample size of 95%. The expanded sample size also includes those already reviewed in the initial sampling.

A total reporting error of 50% or greater may develop into a 100% review of VA student records.

If there is more than 30% the Ohio SAA/ELR will require SCO to retake on-line learning tool.

# Post Survey Actions

VA and SAA will prepare narrative reports for the survey findings.

Findings of reporting discrepancies will involve referrals to the RPO for award actions

Findings of no reporting discrepancies however late reporting is noted and evaluated

Findings of approval criteria is referred to the SAA at all institution is for appropriate review, investigation, and necessary corrective action

A letter is sent to the institution to acknowledge the compliance survey that conveys the results of our visit. (Normally discrepancy issues are noted during our exit briefing)

# Summary

VA does maintain a tracking system on a fiscal year basis for all compliance surveys conducted as well as:

- Name of institution and type
- Date of compliance survey
- Individual who conducted the survey
- number of VA student records reviewed
- number of VA students records with discrepancies

This information is reported to VA Central Office, Washington, DC on a periodic basis to confirm institutional compliance.

# Questions?



# Measurement and Pay Issues Non-college Degree (NCD) Programs

You are here

We are here  
to help you  
find your way



# Clock Hour Measurement

Title 38 CFR 21.4270:

Non-College Degree (NCD) programs,  
not offered by an Institute of Higher  
Learning are measured in clock hours

# Clock Hour Measurement

Are you reporting the correct hours?

One clock hour = 60 minutes of instruction

- Classroom/Theory/Lab
  - Allows for 10 minutes to change classes each hour, which can be included in the total hours of instruction (must deduct if not changing classes)
  - Also allows for 10 minutes to changes subjects even if students remain in the same classroom (e.g., finish talking about gasoline motors and switch to studying diesel motors)
- Shop Practice
  - Allowance for 15 minute break in morning; another in the afternoon. Can be included in total hours of instruction. Shorter breaks allowed for part-time enrollment.

# Clock Hour Measurement

Are you reporting the correct hours?

All clock hours reported to VA must exclude any lunch or meal breaks

- The morning and afternoon breaks may not be combined for a half hour lunch

# Clock Hour Measurement

Are you reporting the correct hours?

Certify the actual number of clock hours per week the student is scheduled to attend, not the minimum it takes to be full-time

- Certified hours will be compared with those listed on the enrollment agreement and schedules
- No averaging unless it does not change training time or rate of pursuit to less than full time or less than 100%

# Clock Hour Measurement

## Predominating Designation of NCD Programs

### How the Difference Affects Payment of Benefits

#### Training Time (Chapters 30, 35, 1606 and 1607)

Classroom/Theory/Lab	Shop Practice
<u>Clock Hours/Training Time</u>	<u>Clock Hours/Training Time</u>
18 = full-time	22 = full-time
13-17 = $\frac{3}{4}$ -time	16-21 = $\frac{3}{4}$ -time
9-12 = $\frac{1}{2}$ -time	11-15 = $\frac{1}{2}$ -time
5-8 = less than half; more than $\frac{1}{4}$ -time	6-10 = less than half; more than $\frac{1}{4}$ -time
1-4 = $\frac{1}{4}$ -time	1-5 = $\frac{1}{4}$ -time

# Clock Hour Measurement

Predominating Designation of NCD Programs

## How the Difference Affects Payment of Benefits

Sample Calculations for Rate of Pursuit (Chapter 33)

Classroom/Theory/Lab	Shop Practice
<u>Clock Hours/Rate of Pursuit</u>	<u>Clock Hours/Rate of Pursuit</u>
18 = 100%	22 = 100%
15 = 80%	18 = 80%
10 = 60%	15 = 70%
9 = 50%	11 = 50%

Divide **scheduled** clock hours per week by full-time requirement (18 for CTL; 22 for SP)

# Attendance Policy

Know it

- Know and understand your SAA approved attendance policy
  - Often times, it is different than the policy for your other students
- Policy for VA students may be a percentage of course hours or total number of absences

# Attendance Policy

## Monitor

- Ensure you are monitoring VA students' attendance
  - Maintain detail in file
    - We must see a record of every day the student was scheduled; the number of hours per day the student was scheduled; and how many hours the student actually attended
    - Excused absences must be documented
    - Attendance records must be a daily record of the student's actual attendance and must be "positive" rather than "negative" records

# Attendance Policy

## Monitor

- All NCD programs measured on a clock hour basis must maintain attendance records for each class
- A student's schedule is not an attendance record and not sufficient for this purpose
- All instructor-led classes must have a roll book or other record maintained by the instructor to verify each student's attendance
  - Often, a physical sign-in sheet is used for this purpose and is sufficient as long as the class instructor maintains constant control over it so that s/he actually observes the student signing in

# Attendance Policy

## Enforce

- Enforce the policy if a student fails to meet attendance standards
  - Student's benefits must be terminated if s/he violates attendance standards
- Ensure you submit within 30 days of the student's last day of attendance prior to violating the attendance policy

# Standards of Progress

## Monitor and Enforce

- Know and understand your SAA approved Standards of Progress policy for VA students
  - Must relate to graduation requirements
- Ensure you are monitoring VA students' progress
- There must be a clear, definite point in time when a:
  - VA student will be placed on probation (cannot be indefinite)
    - Report probation through RightNowWeb
  - VA student's enrollment will be terminated for not achieving satisfactory progress
    - Law requires VA educational benefits be discontinued when student fails to make satisfactory progress toward completion of training objective (Title 38, USC, Section 3675(b)(1))
    - Report termination for unsatisfactory progress through VA-ONCE

# First and Last Dates of Attendance

Amending vs. Terminating

## Schools not operating on a term basis (cont.)

- The starting date of a student's enrollment for schools not operating on a term basis must be the actual day s/he began the class
  - Must be tied to an actual date of attendance
  - Must amend the date if it is different from what was initially certified (i.e., the date the student first attended class)
    - Impacts payment for all chapters since there is no longer break pay

# First and Last Dates of Attendance

Amending vs. Terminating

## **Schools not operating on a term basis (cont.)**

- The ending date of a student's enrollment must be the actual last day s/he attended the class or reached the approved number of clock hours
  - For completion of the program, amend the date if it is different from the anticipated date
  - If the beneficiary withdraws, terminate and report the effective date as the last date of attendance
  - For unsatisfactory attendance or progress, terminate and report the effective date as the last day the student was in class prior to violating the attendance or standards of progress policy

# Independent Study/ Online Training

## Prohibited

- Courses/programs taught in whole or in part in an independent study, online, distance learning, hybrid or blended format are not approved at any NCD school
  - This also means that study labs where the students come in when they want to during certain hours, cannot be approved
- All courses approved at NCD schools must strictly be offered in a traditional classroom, laboratory or shop setting (i.e., students physically in the same room at the same pre-scheduled time with a live instructor)

# Certifying Tuition

Are you reporting the correct dollar amounts for Chapter 33?

- Certify the net tuition
- Certify only allowable fees

**Validity of Fees** – Before a fee can be certified to VA it must meet all of the requirements stated below:

- Be listed in the school’s approved catalog as a fee;
- Be listed on the student invoice/payment ledger as a fee;
- Be listed in the enrollment agreement/contract between the student and school as a fee; and
- Be “mandatory” or otherwise “required” of all similarly circumstanced students...

# Certifying Tuition

Are you reporting the correct dollar amounts for Chapter 33?

- **Validity of Fees (cont.)**
  - A school charges a fee for a kit, but allows students to purchase items in that kit on the open market – this fee is not mandatory and cannot be certified to VA.
  - A school charges a kit fee and will not allow any student, under any circumstances, to have fee waived if they purchase items on the open market. School may allow credit to students who purchased the same kit at another branch of the same school and have now transferred to a second branch of that school.

**Questions?**