

GAVCO School Conference

March 13, 2014

VETERANS
BENEFITS
ADMINISTRATION

You are here

We are here
to help you
find your way



Linda McAllister, Chief, Education Liaison Officer
Regional Processing Office Update



U.S. Department
of Veterans Affairs

EDUCATION DIVISION STAFF

ATLANTA EDUCATION STAFF

Education Officer - Angela Seelhammer

Assist. Education Officer - Jeannie Daniel

CELO – Linda McAllister

Asst CELO – Jerome Marshall

ELR – Reginald Wilkins

ELR/ECSS – Charles (Bill) Humble

ECSS – Mike Rogers

ECSS – Ignacio Guerra

NATIONAL WORKLOAD (Feb 28, 2014)

	Work Items Pending Last Week	Work Items Received During Week	Current Work Items Pending
Buffalo	5,898	3,063	3,126
Atlanta	4,867	1,404	4,998
St Louis	9,272	3,591	5,350
Muskogee	45,186	7,711	29,235
Totals	65,223	15,769	42,709

Veterans Retraining Assistance Program (VRAP)

- All certifications should be submitted to VA by March 17
- White House initiative to pay current enrollees to end of term
 - No new applications accepted
 - No payments made after 3/31/2014



U.S. Department
of Veterans Affairs

VAONCE CHANGES

- 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 effective April 4th

School Certifying Officials whose accounts are deleted will need to re-establish an account through their Education Liaison Representative

<http://www.benefits.va.gov/gibill>


POST ★ 9/11
GI BILL
THE TOOL
TO GET THE JOB
DONE



~~BILL~~ JACK OF ALL TRADES



- **What is eBenefits?**
 - A portal for veterans, service members, and their families to research, find, access, and manage their benefits and personal information
- **What does it offer the students?**
 - My Dashboard: a personalized workspace that provides quick access to eBenefits tools
 - Can apply for benefits
 - Download DD 214s
 - View your benefit status
 - - Check Post-9/11 GI Bill entitlement
 - - Check enrollment status
- **How do students enroll?**
 - <https://www.ebenefits.va.gov>

NEW GIBILL WEBSITE

- New GI Bill Homepage <http://benefits.va.gov/gibill>
- To access the School Certifying Official pages click “For School Administrators” on the left hand side of the page. It is underneath “Education and Training”

The screenshot displays the homepage of the new GI Bill website. The left-hand navigation menu is highlighted in dark blue, with the 'Education & Training' section expanded. A red circle highlights the 'For School Administrators' link, which is pointed to by a red arrow. The main content area features a 'CareerScope' banner with a couple and a 'GI BILL' logo. Below the banner, there are sections for 'Choose a School', 'Apply for Benefits', and 'Contact Us'. A 'New Announcements' section is also visible, featuring a 'FRAUD ALERT' from November 27, 2013. The bottom of the page includes a 'eBenefits' logo, a 'Check Your Current Post-9/11 GI Bill Enrollment Status on eBenefits' button, and a 'VERIFY SCHOOL ATTENDANCE' button.



START
COMPARING



VA GI Bill Comparison Tool (beta)

VETERANS BENEFITS ADMINISTRATION

GI Bill® Comparison Tool

- Designed to make it easier for Veterans to calculate their Post-9/11 GI Bill benefits and learn more about colleges, universities and other education and training programs across the country.
- Designed to enable student Veterans and their families to compare education options and make informed choices that will help them reach their educational goals and find a good job.

Going back to school?

VA's GI Bill Comparison Tool can get you the information you need in just one click.

Choosing a School

EXPLORE
YOUR CAREER



CareerScope

COMPARE
SCHOOLS



GI Bill
Comparison Tool

CHOOSE
A SCHOOL



Decision Guide

APPLY FOR
GI BILL



VONAPP

SUCCEED
IN SCHOOL



Educational
Counseling

FIND
EMPLOYMENT



Career Center



GI Bill® Comparison Tool Beta

Calculate your
benefits and
research
approved
programs.

Eligibility

Cumulative Post 9-11 Active Duty Service:

Military Status:

School / Employer Information

Taking all online classes? Yes No

Benefit Estimator

UNIVERSITY OF TEXAS AT AUSTIN

Austin, TX

Public School

Tuition / Fees: 100% of in-state tuition

Housing Allowance: \$1,422 / month (full time)

Book Stipend: \$1,000 / year

Veteran Indicators

Source

Principles of Excellence: No

Yellow Ribbon: Yes

GI Bill Beneficiaries: 1,050



Learn more at



POST 9/11
GI BILL

benefits.va.gov/gibill



PRINCIPLES OF EXCELLENCE

Executive Order 13607

Implemented by Executive Order to ensure our service members, veterans, spouses, and other family members have the information they need to make informed decisions concerning their well-earned Federal military and veterans educational benefits, and to strengthen oversight, enforcement, and accountability within these benefits programs.

PRINCIPLES OF EXCELLENCE

Executive Order 13607

- Educational institutions participating in the Principles of Excellence program agree to the following guidelines:
 - Provide students with a personalized form covering the total cost of an education program (FA Shopping Sheet).
 - Provide educational plans for all military and Veteran education beneficiaries.
 - End fraudulent and aggressive recruiting techniques and misrepresentations.
 - Accommodate Servicemembers and Reservists absent due to service requirements.
 - Designate a point of contact to provide academic and financial advice.
 - Ensure accreditation of all new programs prior to enrolling students.
 - Align institutional refund policies with those under Title IV, which governs the administration of federal student financial aid programs.

VA GI BILL FEEDBACK SYSTEM

- Designed for Veterans, Service members, and eligible dependents to report negative experiences with educational institutions;
- Gives the federal government the information needed to identify and address unfair, deceptive, and misleading practices and ensure high quality academic and student support services are available for Veterans, Service members, and their families.

VA GI BILL FEEDBACK SYSTEM

WHEN SHOULD A COMPLAINT BE SUBMITTED

- If a school or employer is failing to follow the Principles of Excellence. VA will review the following types of complaints:

Recruiting/Marketing Practices

Quality of Education

Accreditation

Grade Policy

Financial Issues (e.g. Tuition/Fee charges)

Release of transcripts

Student Loans

Transfer of Credits

Post-Graduation Job Opportunities

Refund Issues

Change in Degree Plan/Requirements

Other

- **Questions about eligibility and payments under the GI Bill should be directed to the [“Ask a Question”](#) section of the GIBILL website.**

FEEDBACK/COMPLAINT SYSTEM

Initiate Complaint

- Individuals may submit complaints either for themselves, on behalf of someone else or anonymously against educational institutions they feel have acted fraudulently, deceptive or misleading practices, or failed to adhere to the Principles of Excellence
- Online through GI Bill® website – www.benefits.va.gov/gibill/feedback
- GI Bill National Call Center – 1-888-442-4551

Review Complaint

- Determine if complaint is valid
- Does complaint need to be referred to another agency?
- Is complaint routine or egregious?
- Is complaint from a whistleblower or anonymous source?

Refer Complaint

- Routine - send to school for response
- Egregious - determine appropriate course of action – refer to other federal agencies, VA Office or RPO (ELR/SAA)

Process Complaint

- Response from school forwarded to complainant

Close Case

- Close case , send to FTC
- Complaint profile available to personnel for VA Risk-Based Program Review analysis

Role of the IHL

- When feedback is received for a school, VA will contact school on behalf of the student and work toward a resolution
 - The School Certifying Official (SCO) on record will be contacted
 - Institutions will have an opportunity to appoint another representative other than the SCO to handle complaints
- Complaints should be handled within 60 days from submission
- Complaints and their resolution(s) will be forwarded to the FTC Consumer Sentinel Network
 - These complaints will be accessible by over 650 federal, state, and local law enforcement agencies

Policy Advisory on F Grades

SCHOOLS WITH NO ATTENDANCE POLICY

- If the student completes a period of enrollment with a failing punitive grade (i.e. an F) assigned, does the school need to report the last date of attendance during that enrollment period?
- No. The last date of attendance during a period of enrollment does not need to be reported if a student completes the enrollment period with a punitive grade and does not violate the school's standards of conduct, progress, or attendance during that term.

SCHOOLS WITH AN ATTENDANCE POLICY MUST ENFORCE THAT POLICY

REPORTING FEES

- Reporting fees will be issued late March 2014
- Schools will receive a list of students directly from Hines
- ELRs can request payment for any students not included
- Send a list of names to ELR
- \$12.00 for each certification

*Effective October 1, 2011, VA requires all **reporting fees** to be used exclusively in support of school efforts to certify the enrollment of their VA students*

Reporting Fee Requirements

PL 111-377, Section 203

- “Any reporting fee paid an educational institution or joint apprenticeship training committee after the date of the enactment of the Post-9/11 Veterans Educational Assistance improvements Act of 2011 shall be utilized by such institution or committee solely for the making of certifications required under this chapter or chapter 31, 34, or 35 of this title or for otherwise supporting programs for veterans.”.
- **Effective Date.**--The amendments made by this section shall take effect on October 1, 2011.

NO MORE PAPER CHECKS!!

- Department of Treasury directive that all beneficiaries receive payments by EFT
- VA beneficiaries may receive debit card
- Schools should contact ELR to establish EFT

- (ME – PUT SAMPLE LETTER HERE)

[School Letterhead]
Veterans Affairs University
123 ABC Street
Washington, DC 20420

[Date]

Attention ELR:

SUBJECT: Change in Direct Deposit Information

Please update **[School Name]**'s Post-9/11 GI Bill Electronic Funds Transfer Account information. Our tax id, facility code, and banking information are provided below.

School Tax ID **XX-XXXXXXXX**
Facility Code **X-X-XXXX-X**

Name of Bank **[Name of Bank]**
Street Address **[Street Address]**
Unit/Bldg Number **[Unit/Bldg Number]**
City, State, Zip **[City, State, Zip]**

Routing Number **[9-digit routing number]**
Account Number **[Account Number]**
Account Type **[Checking or Savings]**

If you have any questions or concerns regarding this request, you may contact me at **[telephone number and email address]**.

Very Respectfully,

[Name of Signing Official]
[Title of Signing Official]

VA WORK-STUDY

Who is Eligible?

- Must be receiving benefits for training in a college degree, vocational or professional program of study
- Must be training at $\frac{3}{4}$ time (75% Rate of Pursuit) or greater
- Eligible activities include:
 - Preparation & processing of VA paperwork @ approved educational institutions
 - Any veterans-related position at an IHL
 - Any activity at a VA facility

VA WORK-STUDY

- Eligible activities (continued):
 - CH1606 or 1607 administration @ DOD, Coast Guard or Nat'l Guard facility
 - Any activity at State Veterans agency
 - Position in Center of Excellence for Veteran Student Success at an IHL
 - Position in joint VA/IHL cooperative program
 - VA Outreach services at a non-VA facility

Resources

• www.benefits.va.gov/gibill

- Locate your ELR
- Download SCO Handbook
- *Benefits information*

National Education Call Center

- 888-442-4551 – General Questions
- 855-225-1159 - SCO dedicated phone line

Debt Management Center

- dmcedu.vbaspl@va.gov – SCO only
- dmc.ops@va.gov - students or schools
- 800-827-0648
- www.va.gov/debtman/

Ask a question (Right Now Web):

www.benefits.va.gov/gibill

Questions?

