

## ~ May Office Hours Presentations ~

- ☐ DGIB Updates.....Traveon Ward Sr.
- ☐ Rollback of COVID Provisions.....Chelsea Jackson
- ☐ REMOTE Act's Impact on Section 1010, Two Certification Requirement for Facilities Operating Under a Flat Rate T&F Model.....Heather Cates
- ☐ SCO Resources.....Marit Solem

**This Event is SCO Approved Training.....[Portal](#)**



U.S. Department  
of Veterans Affairs



# **DIGITAL GI BILL® (DGIB) UPDATES**



Traveon D. Ward, Sr.

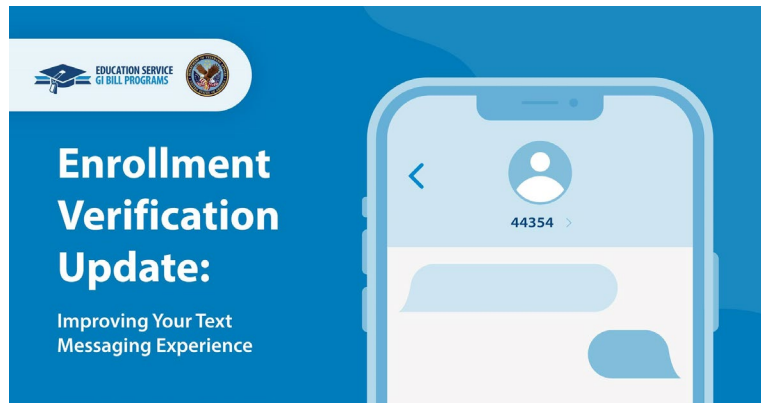
Training Specialist

National Training Team - Schools



# Enrollment Verification Update

On April 28, the Digital GI Bill® Team launched a new Twilio Short Code for monthly enrollment verification text messages, switching from a ten-digit-number to the **five-digit short code, 44354**, to improve the Enrollment Verification process for students.



## 44354

- ✓ Verified by all mobile carriers, reducing spam
- ✓ Increases legitimacy and trust in the process
- ✓ Allows VA to send out enrollment verification and confirmation texts faster

# 2022 GI Bill® Summit | Executive Summary

On April 14, 2022, the Veterans Benefits Administration's Education Service hosted the first-ever **GI Bill® Summit**. The event leveraged intentional engagement opportunities with Veterans, service members, and their families to answer their GI Bill questions.

**Top questions** from the 2022 GI Bill Summit were on the topics of Monthly Housing Allowance for online students, expiration and extension of benefits, and transfer of enrollment after separation.

## RallyPoint Partnership



Hosting a RallyPoint Q&A in advance of the Summit increased visibility across the Veteran community, **garnering more than 6.6K RSVPs**, and gave VA insight into the topics, questions, and concerns top of mind for Veterans.



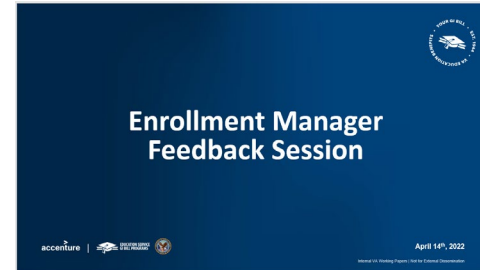
Top video on Post-9/11 FB page!

## Facebook Live Event



**Hosting the Summit as a Facebook Live event** allowed us to showcase a video recording and connected VBA leadership directly with members of the GI Bill community by answering their questions live in the comments.

## Enrollment Manager Feedback Session



Holding a feedback session for School Certifying Officials (SCOs) helped EDU gather input on possible new functionalities within the new Enrollment Manager. **70% of the 618 attendees felt satisfied or strongly satisfied with the new user interfaces.** The team also received more than 200 comments and 171 feedback responses following the session.

## Key Stats

### Pre-Recorded 23-Minute Video



### Facebook Live

**6.1K Views**  
 **5.7K Reach**  
 **213 Impressions**  
 **1.1K Comments**



**10% increased traffic** to VA.gov web pages!



**7.7% increase in Form 1990 submission!**

### RallyPoint

**43.7K Views**  
(since Mar 14, 2022)  
 **433 Likes**  
 **259 Questions**



**82% increase in web traffic from Facebook** on the day of the event!



# Enrollment Manager Feedback Session Analysis



As part of the 2022 GI Bill® Summit, we hosted a special Human-Centered Design session with **over 600 SCOs—the largest session to date**—to provide feedback on Enrollment Manager features. Your feedback informs our training and communications strategies for the Enrollment Manager system rollout.

## Reactions from SCOs

70% of attendees felt satisfied or strongly satisfied with the new user interfaces. Attendees provided valuable feedback for continued enhancement of user interfaces.



**600+**  
**Attendees**



**200+**  
**Comments**



**171 Feedback**  
**Forms Completed**

I absolutely **LOVE** the **Student Profile!** It is amazing to see the student's benefit information outlined.

It is **like night and day.** So many of the features presented were things I have wished I could do with VA ONCE.

## Training Opportunities

We identified additional opportunities to help prepare SCOs for the future Enrollment Manager release:



### New Terminology

Provide users with informational content and guidance for updated terminology.



### New Functionality

Support users in understanding enhanced vs. new functionality (e.g., notes vs. remarks).



### Student Statuses

Clarify student statuses, including graduation, as well as their connection to VA reporting processes.

# Enrollment Manager FAQs

Frequently asked questions gathered from the “Modernizing, What’s Next!” Virtual Symposium



**If a SCO enters a student's information into Enrollment Manager and it doesn't self-populate (the VA has no information), can a SCO continue to process?**

Answer: Yes, a SCO can add or edit a student's information manually, even if they are not in Enrollment Manager yet.

**Will SCOs be able to practice in Enrollment Manager before it is released?**

Answer: Yes, SCOs will have the opportunity to practice doing functions in Enrollment Manager in training modules and activities that will be released prior to the rollout of Enrollment Manager.

**Is Enrollment Manager going to work with OJT/APP?**

Answer: Yes! Enrollment Manager will be compatible with all facility types for all certifying officials.





# Rollback of COVID Provisions, Part 2



Chelsea Jackson

Training Specialist

National Training Team-Schools

## RECAP “APPROVED”



If your institution is approved for online training (typically applies to most IHLs):

- VA will continue to pay currently enrolled students, with terms spanning June 1st at the resident (in-person) rate through the end of the month or term, whichever occurs first.
- Students enrolling for courses beginning after June 1, 2022, will need to enroll in approved resident (in person) classes to continue receiving their MHA at the resident rate. Otherwise, they will receive the online rate, which is half the national average.







## RECAP “NOT APPROVED”

If your institution is NOT approved for online training (typically applies to most NCDs):

- For terms spanning June 01, 2022, students will need to return to resident (in person) training on June 02, 2022, in order to continue receiving GI Bill® benefits.
- Benefits for students not returning to in-resident classes will be terminated on June 02, 2022.
- Students enrolling for courses beginning after June 01, 2022, will need to enroll in approved resident (in person) classes to receive GI Bill® benefits.



## Rollback of COVID Certification 1 of 2

Did the certification (spanning 06/01/22) contain the remark "COVID-19 Residence Courses Taken Online"? If so, a corrected COVID-19 certification will need to be submitted.

If the certification (spanning 06/01/22) did NOT contain the remark "COVID-19 Residence Courses Taken Online", a corrected COVID-19 certification is not necessary.

## Rollback of COVID Certification 2 of 2

If a term that spans June 01, 2022, has not been certified yet and the certification will include converted courses, please certify using current COVID provisions. Then follow the updated COVID procedures to adjust the certification.

**Note:** The initial certification and the adjustment should not be submitted on the same day. Please submit the adjustment the day after you submit the initial certification.

**Important:** Even if the student's MHA will not be affected by an adjusted certification, it must still be provided for compliance purposes.

# IHL - COVID-19 CERTIFICATION SCENARIO #1

A SCO is required to take the following steps when a student is enrolled during a period spanning June 01, 2022, with converted COVID courses:

If the student is attending **all Resident courses, all Online courses** or a mix of **Resident and Online courses**, the SCO must adjust the certification:

- Report the actual type of hours the student is attending (resident and/or distance)
- Choose “other” for the adjustment reason
- Enter 6/01/22 in the LDA/EFF date box
- Choose the standard VBA remark “**Converted courses spanning 6/01/22**”



# IHL - COVID-19 CERTIFICATION SCENARIO #2

A SCO is required to take the following steps when a student is enrolled during a period spanning June 01, 2022, with converted COVID courses:

If the student is attending any clock hour courses the SCO must adjust the certification:

- Report the actual type of hours the student is attending (clock, resident, and/or distance)
- Choose “other” for the adjustment reason
- Enter 06/01/22 in the LDA/EFF date box
- Choose the standard VBA remark reflecting the modality of the clock hours  
“Converted courses spanning 6/01/22. Clock hours are resident” or  
“Converted courses spanning 6/01/22. Clock hours are online”



# NCD - COVID-19 CERTIFICATION SCENARIO #1

A SCO is required to take the following steps when a student is enrolled during a period spanning June 01, 2022, with converted COVID courses:

If the student has returned to fully in resident training the SCO must adjust the certification

- Choose “other” for the reason for adjustment
- Enter 06/01/22 in the LDA/EFF date box
- Choose the standard VBA remark “**converted courses spanning 06/01/22. “Student resumed resident training on or before 06/01/22”**”





## NCD - COVID-19 CERTIFICATION SCENARIO #2

A SCO is required to take the following steps when a student is enrolled during a period spanning June 01, 2022, with converted COVID courses:

If the student has not returned to fully in resident training the SCO must terminate the certification

- Choose “other” for the reason for termination
- Enter 06/01/22 in the LDA/EFF date box
- Choose the standard VBA remark “***converted courses spanning 06/01/22. Student did not resume resident training on or before 06/01/22***”





## Additional Information on this topic can be found:

[School Certifying Officials COVID-19 FAQs](#)  
(webpage)

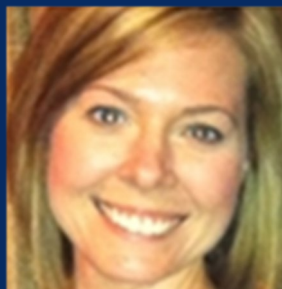
COVID SCO FAQs IHL-NCD span 06-01-2022 document (located in the download pod)



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# **REMOTE Act's Impact on Section 1010, Two Certification Requirement for Facilities Operating Under a Flat Rate Tuition and Fees Model**



**Heather Cates**

Training Specialist

National Training Team-Schools

## BACKGROUND

**Public Law  
116-315  
(Isakson & Roe)**

- Signed into law on January 05, 2021
- Introduced several new provisions for Veterans' educational benefits

**Section 1010  
(Isakson & Roe)**

- Established the requirement for educational institutions to submit an additional verification of enrollment after the drop/add period
- Codified in Title 38 USC Section 3313(I)

**Public Law  
117-76  
(REMOTE Act)**

- Signed into law on December 21, 2021
- Section 3, paragraph (a) added a new paragraph to Title 38 USC Section 3313(I)



# PUBLIC LAW 117-76 (REMOTE ACT), SECTION 3(A)(4)



“(4) Waiver.—The Secretary may waive the requirements of this subsections for an educational institution that the Secretary has determined uses a flat tuition and fee structure that would make the use of a second verification under this subsection unnecessary...”



# VA DECISION

VA will not grant any waivers of the two-certification requirement established under Section 1010 of P.L. 116-315 to educational institutions operating under a flat rate tuition and fee structure because VA does not see ANY instance where a second certification would NOT be necessary.



Choose **VA**



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# VA CONSIDERATIONS

Necessity of Second  
Certification

Purpose of P.L. 116-315  
Section 1010

3 Categories of  
Facilities/Programs with Flat  
Rate Models



**Reminder:** The purpose of Section 1010's requirement of a second enrollment certification is to reduce or eliminate overpayments in both tuition and fees paid to schools and housing allowances paid to students.



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# TYPES OF FACILITIES & PROGRAMS WITH FLAT RATE MODELS



Facilities and programs charging a flat rate generally fall into three categories:

1. Institutions of Higher Learning (IHLs) that charge students one price for taking a block of courses defined by a minimum and maximum number of credits.
2. Non-College Degree (NCD) programs that charge a flat rate for a program, regardless of how long it takes the student to complete the program.
3. Programs that charge an all-inclusive fee for each enrollment period.

**None of these categories make use of a second certification unnecessary since all allow changes that could result in one or more kinds of overpayment.**

# IHLs CHARGING ONE PRICE FOR A BLOCK OF CREDITS



## **Scenario:**

A student attending a flat rate IHL is charged the same tuition and fees for pursuing 12-18 credit hours in a term. Student drops below 12 credit hours.

## **Result:**

Student no longer meets the IHL's criteria for remaining within the flat rate model. A tuition and fees overpayment would be created when student dropped below 12 hours. This could also result in an overpayment of the MHA to the student, since the student would be reduced from the full-time rate to a part time rate.

## **Finding:**

This type of facility allows changes that could result in one or more kinds of overpayment; the second certification required by Section 1010 is necessary.

# NCD PROGRAMS CHARGING A FLAT RATE FOR A PROGRAM



## **Scenario:**

A student attending an NCD program is charged the same amount for program completion, regardless of how long it takes the student to complete the program. Student does not complete or takes longer to complete than originally certified to VA.

## **Result:**

An overpayment could result if the student does not complete the program. An MHA overpayment could occur if the student completes but takes longer than certified since VA calculates the rate of pursuit based on the number of credit hours and length of the program.

## **Finding:**

This category allows changes that could result in one or more kinds of overpayment; the second certification required by Section 1010 is necessary.

# PROGRAMS CHARGING AN ALL-INCLUSIVE FLAT FEE

## Scenario:

A student attending a program is charged a flat fee for an entire enrollment period. The student does not complete the program or reduces their rate of pursuit.

## Result:

A tuition a fees overpayment could result if the student did not complete the course and an MHA overpayment could happen if the student reduced their rate of pursuit.

## Finding:

This category allows changes that could result in one or more kinds of overpayment; the second certification required by Section 1010 is necessary.



Choose **VA**



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# SCO Resources



**Marit Solem**

Training Specialist

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# COVERED INSTITUTION LIST

[Covered Institutions - Education and Training \(va.gov\)](https://www.va.gov/education/covered-institutions)

The covered institution list has been published for Calendar Year 2021 and can be found on the website above.

The term “covered educational institution” for purposes of section 305 of [Public Law 115-48](#) is an educational institution as defined in § [21.4200\(a\)](#) that has enrolled 20 or more individuals using educational assistance under title 38, United States Code. If your educational institution or facility meets that criteria, you must complete the annual [School Certifying Official \(SCO\) training requirements](#). To verify if your institution or facility is a covered educational institution, click on your state (below) and search for your school’s name.



# Sunsetting of Internet Explorer

Internet Explorer has been the preferred web browser for VA-ONCE and will be “Sunsetted” in June 2022

Usability testing has been done and it has been found that **Microsoft Edge** will now be preferred web browser

VA-ONCE & Edge Browser Compatibility

\* [PDF](#) in Download Pod as well \*



# CERTIFYING OFFICIAL RESOURCE GUIDE

Issue	ELR	Certifying Official Hotline	SAA
Updating Certifying Officials; VA Form 22-8794	<b>X</b>		
Technical assistance with reporting enrollments	<b>X</b>		
Access to VA-ONCE and related technical guidance	<b>X</b>		
85/15 reporting matters	<b>X</b>		
Clarification on WEAMS 1998 reports	<b>X</b>		
Status of Tuition & Fee or Yellow Ribbon payments		<b>X</b>	
Explanation of school debt creation		<b>X</b>	
Individual student benefit information and hardship cases		<b>X</b>	
Program revisions; new/suspended/cancelled programs			<b>X</b>
Updated catalogs and related publications			<b>X</b>
School address updates – including branch/extension			<b>X</b>
Changes in accreditation status			<b>X</b>
Change of ownership and change of address			<b>X</b>



Choose **VA**



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# RESOURCES FOR CERTIFYING OFFICIALS

- Find **ELR** Contact Information [here](#)
- Find **SAA** Contact Information [here](#)

Contact your *ELR* for the **Certifying Official Hotline** phone number.



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# DEBT MANAGEMENT CENTER

## Ask VA (AVA) School Inquiries

- All school inquiries and disputes should be submitted using AVA <https://ask.va.gov/>
- Select “**Veterans Affairs- Debt**” as the category and “**A School Official**” as the topic
  - Selecting these options is critical to ensure routing to DMC
- Under “**My inquiry is**” select “**On behalf of a Veteran**”- this enables you to select School Certifying Official or Other (Business) under “**relationship to Veteran**”
  - Selecting on behalf of a Veteran and then a business relationship will ensure the inquiries show up in a business dashboard
- You must log in to receive a response that receives specific debt information

### Tell us about your question

Which category best describes your question? \*

(\*Required)\*

Veteran Affairs - Debt



Which topic best describes your question? \* (\*Required)

A School Official



Tell us the reason you're contacting us? (\*Required)

Question



My inquiry is: (\*Required)

On behalf of a Veteran



Are you currently an employee of the VA? \*

☐ No ☐ Yes

Your relationship to the Veteran (\*Required)

School Certifying Official



Schools



Choose **VA**



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# DEBT MANAGEMENT CENTER

## Tips for Submissions via AVA

### When submitting disputes and inquiries via AVA

- One inquiry per student
- Identifying information for the student (not in the subject line)
- School name and facility code
- Debt amount
- Supporting details (front and back of cashed check, when was updated certification sent, etc.)





# CERTIFYING OFFICIAL ANNUAL TRAINING RESOURCES

**National Training Mailbox:** [edutrainig.vbaco@va.gov](mailto:edutrainig.vbaco@va.gov)

1. Certifying Official training portal access and use
2. Certifying Official approved training credit and progress tracking
3. Adobe Connect registration and access

**VBA Support:** [support@VBATraining.org](mailto:support@VBATraining.org)

4. Certifying Official training portal functionality

**All webinars and training sessions are announced via [GovDelivery](#)**

**Be sure to register and update your information as needed**

**GovDelivery Support can be found [here](#)**



# CERTIFYING OFFICIAL RESOURCE LINKS

CERTIFYING OFFICIAL RESOURCE LINKS	
VBA Education Service Monthly Office Hours	<u><a href="#">VBA Education Office Hours</a></u>
School Certifying Official Handbook	<u><a href="#">School Certifying Official Handbook</a></u>
GI Bill® Website – School Resource Page	<u><a href="#">School Resource Page</a></u>
GI Bill® Website – Frequently Asked Questions (FAQs)	<u><a href="#">GI Bill® Website - FAQs</a></u>
Certifying Official Training Portal	<u><a href="#">School Certifying Official (SCO) Training</a></u>
VA-ONCE Quick Reference User Guide	<u><a href="#">VA Once Quick Reference User Guide</a></u>
Debt Management Center (DMC)	<u><a href="#">Ask VA</a></u> and 1-800-827-0648
Work Study	<u><a href="#">Ask VA</a></u>
Veteran Readiness & Employment (VRE)	<u><a href="#">Veteran Readiness And Employment (VR&amp;E)</a></u>
VRE Certifying Official Handbook	<u><a href="#">VRE SCO Handbook</a></u>
85/15 FAQs	<u><a href="#">85/15 Frequently Asked Questions</a></u>



# CERTIFYING OFFICIAL TRAINING SELF-CERTIFICATION STEP-BY-STEP

1. Click on the URL below or Copy and Paste in your web browser

<https://vba-tpss.vbatraining.org/assess/trkSignIn?refid=XSCO>

2. Enter your email address and eight (8) digit facility code, then click Next

3. Scroll down and click the Conference/Workshop/Virtual Training tab

4. Select the applicable training session from the list of topics that appears on the right side of the screen by clicking Begin

5. To enter Conference/Workshop/Virtual Training Title, click the dropdown arrow, select SCO Virtual Training Session and click Submit

6. Enter the start date and the end date

7. Enter your Facility Name, City and State (Main Campus) and click Submit

8. Certify your attendance by clicking Agree and then submit

9. Print your training certificate and keep for your records



# Thank You!

## June Office Hours:

Education Staff – Tuesday June 21<sup>st</sup>

State Approving Agencies – Tuesday June 21<sup>st</sup>

School Certifying Officials – Wednesday June 22<sup>nd</sup> & Thursday June 23<sup>rd</sup>



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