

Veterans Benefits Administration

Connecting With Those We Serve

VA Education Service Webinar

You are here

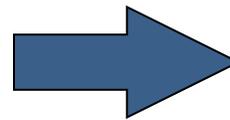
We are here
to help you
find your way





Asking Questions During the Webinar

- Audience polls, questions and answers, and chat broadcasts will appear in the sidebar.
- Please e-mail questions to Outreach.VBACO@va.gov, referencing slide numbers if you can, to help us better understand your question.
- You may also type your questions in the Question Box on your screen.



The screenshot displays the GoToWebinar interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below this, the 'Audio' section is visible, showing 'Audio Mode' with two options: 'Use Telephone' (unselected) and 'Use Mic & Speakers' (selected). A 'MUTED' indicator and a volume slider are also present. Below the audio controls, it says 'Talking: Suzie Smith'. The 'Questions' section is also visible, showing a 'Questions Log' with a question and answer: 'Q: Is there a volume discount?' and 'A: Yes! We will send you more info after the event.' Below the log, there is a text input field containing 'Yes' and a 'Send' button. At the bottom of the interface, it says 'Webinar Now' and 'Webinar ID: 731-938-951', with the 'GoToWebinar' logo.



Webinar Learning Objectives

Five goals for today's webinar:

- Provide guidance to School Certifying Officials
- Inform Educational Institutions on implementing “*Principles of Excellence*”
- Provide information on how School Representatives can facilitate a relationship with Student Veterans of America
- Provide you with resources to help you assist Veterans with Education Benefits
- Answer your questions about Education Benefits

Fall Enrollment

- Certification Submissions



Fall Enrollment: Certification Submissions



- Schools should submit certifications as early as early as 120 days before the end of the term
- If you don't know what the costs are go ahead and submit the certifications to VA
- This allows VA to begin paying the monthly housing allowance **on time**
- Learn more from the School Certifying Official Handbook at [http://www.benefits.va.gov/gibill/docs/job_aids/SCO Handbook v3.pdf](http://www.benefits.va.gov/gibill/docs/job_aids/SCO_Handbook_v3.pdf)

Yellow Ribbon Program

- History and Overview
- Financial Contributions
- Agreements with VA and Schools
- School Responsibilities



Yellow Ribbon Program: History and Overview



- Has been in effect since August 1, 2009
- Created through passage of the Post-9/11 Veterans Educational Assistance Act of 2007
- Provides matching contributions under the Post-9/11 GI Bill
- Only available to individuals entitled to the 100% educational assistance rate
 - Must attend an eligible institution of higher learning (IHL)



Yellow Ribbon Program: Financial Contributions



- Provides venue for matching contributions from schools and VA
 - This is only for schools that meet the criteria for designation as an institution of higher learning (IHL)
- Makes up all or a portion of tuition and fee charges not covered through the Post-9/11 GI Bill
 - Pays the difference between in-state and out-of-state charges for public schools
 - Pays above national cap for private schools including at branches outside of the U.S.
- Eases financial burden for students to aid student success



Yellow Ribbon Program: Agreements with VA and Schools

- Schools must apply during open season
 - Open enrollment occurs annually from March 15th to May 15th
- Cover letter, agreement form, and FAQs on website
- Agreement forms are not accepted for the following reasons:
 - Submission of earlier version of the form
 - When information is inadvertently omitted
 - Name of the school
 - School address
 - Signature
 - Do not meet agreement criteria
 - School does not offer a degree

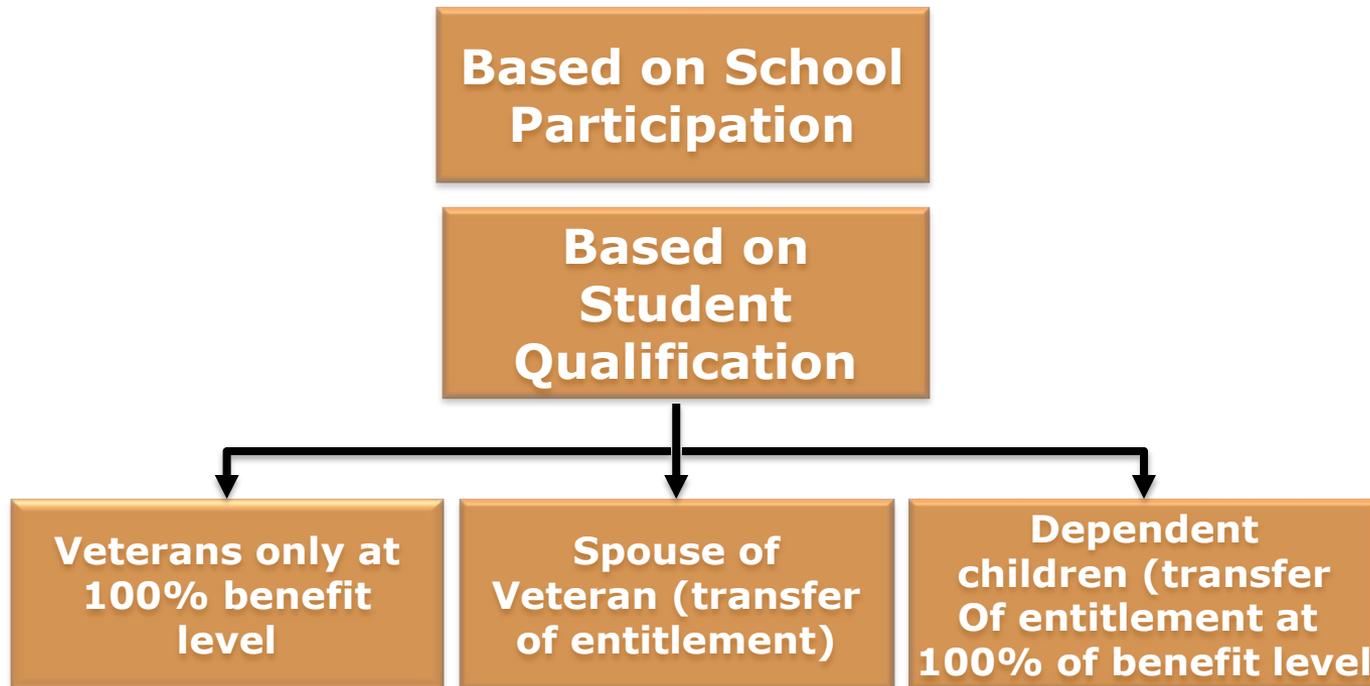
The Yellow Ribbon Program provides public and private contributions for additional educational assistance under 38 U.S.C. § 3317 and 38 CFR § 21.9700.





Yellow Ribbon Program: Responsibilities

- Institutions voluntarily enter into an agreement with VA to fund all or a portion of tuition and fee costs that exceed the cap for the Post-9/11 GI Bill (currently at \$19,198.31) at non-public schools and some or all out-of-state charges at public schools
- Payable to school when student's tuition and fees exceed the cap:



Chapter 36: Education and Counseling Program

- Overview and Eligibility
- Services and Application Process
- Application Review



Chapter 36: Overview and Eligibility

Education and Career Counseling: Overview

- Provides a great opportunity for transitioning Servicemembers and Veterans to get personalized counseling and support
- Assists with guiding the Veteran's career path
- Ensures the Veteran understands the most effective use of VA benefits
- Helps the Veteran achieve his/her goals

Who is Eligible?

- Transitioning Servicemembers within six months prior to discharge from active duty
- Veterans within one year following discharge from active duty
- Any Servicemember or Veteran eligible for a VA education benefit
- All current VA education beneficiaries





Chapter 36: Services and Application Process

CAREER CHOICE

Helps the Veteran understand the best options

Options are based on his/her interests and capabilities

BENEFITS COACHING

Provides guidance on effective use of VA benefits

Maximizes use of other resources to achieve education and career goals

PERSONALIZED SUPPORT

Helps to remove barriers to success

Provides personalized academic or adjustment counseling services

Application Process

- A Veteran can connect with a VA counselor and receive personalized assistance by applying to <http://www.vba.va.gov/pubs/forms/VBA-28-8832-ARE.pdf>
- VA contacts the Veteran once the application is received to schedule a time to meet with a counselor
- Veterans may call VA for additional questions or assistance by calling 1-800-827-1000 (Hearing impaired may call 1-800-829-4833)



Chapter 36: Application Review

Respondent Burden: 30 minutes



Department of Veterans Affairs

EDUCATIONAL/VOCATIONAL COUNSELING APPLICATION

PRIVACY ACT INFORMATION: The 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 identified in the VA system of records, 58VA21/22/28, Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. Your obligation to respond is required to obtain or retain benefits. Giving us your SSN account information is mandatory. Applicants are required to provide their SSN under Title 38 USC 5101 (c) (1). The VA will not deny an individual benefits for refusing to provide his or her SSN unless the disclosure of the SSN is required by a Federal Statute of law in effect prior to January 1, 1975, and still in effect. The requested information is considered relevant and necessary to determine maximum benefits under the law. The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others may be subject to verification through computer matching programs with other agencies.

RESPONDENT BURDEN: We need this information to determine if the veteran and other beneficiaries are eligible for counseling services that VR&E services provide. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 30 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/omb/library/OMBINV.VA.EPA.html#VA. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

INTERNET VERSION AVAILABLE -You may download this application form at www.va.gov/vaforms

PART I - APPLICANT INFORMATION

1A. NAME OF APPLICANT (<i>FIRST-MIDDLE-LAST</i>) <input type="text"/>		1B. SOCIAL SECURITY NUMBER OF APPLICANT <input type="text"/>	1C. VA FILE NUMBER (<i>If known</i>) <input type="text"/>
2A. SEX OF APPLICANT <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE		2B. APPLICANT'S E-MAIL ADDRESS <input type="text"/>	2C. DATE OF BIRTH <input type="text"/>
3A. RELATIONSHIP OF APPLICANT TO VETERAN <input type="checkbox"/> SELF <input type="checkbox"/> SURVIVING SPOUSE <input type="checkbox"/> CHILD <input type="checkbox"/> SPOUSE <input type="checkbox"/> STEPCHILD <input type="checkbox"/> ADOPTED CHILD		3B. APPLICANT'S TELEPHONE NUMBER (<i>Including Area Code</i>)	
		PRIMARY PHONE NUMBER (<i>Where a message can be left</i>) <input type="text"/>	OTHER PHONE NUMBER <input type="text"/>



Chapter 36: Application Review (cont'd)

3C. MAILING ADDRESS OF APPLICANT (<i>Number and street or rural route, city or P.O., State and ZIP Code</i>)		VA DATE STAMP (<i>For VA Use Only</i>)	
<input type="text"/>		<input type="text"/>	
4A. ARE YOU A CHILD, 14 YEARS OR OLDER, SPOUSE, OR SURVIVING SPOUSE WITH A DISABILITY SEEKING SPECIAL RESTORATIVE TRAINING? <input type="checkbox"/> YES <input type="checkbox"/> NO	4B. ARE YOU A CHILD, SPOUSE, OR SURVIVING SPOUSE WITH A DISABILITY SEEKING SPECIAL VOCATIONAL TRAINING? <input type="checkbox"/> YES <input type="checkbox"/> NO	5. HAVE YOU RECEIVED AN INFORMATION PAMPHLET EXPLAINING SURVIVORS' AND DEPENDENTS' EDUCATIONAL ASSISTANCE BENEFITS? <input type="checkbox"/> YES <input type="checkbox"/> NO	
PART II - INFORMATION CONCERNING DISABLED OR DECEASED VETERAN OR INDIVIDUAL ON ACTIVE DUTY			
6A. NAME OF VETERAN OR INDIVIDUAL ON ACTIVE DUTY ON WHOSE ACCOUNT BENEFITS ARE CLAIMED (<i>FIRST- MIDDLE -LAST</i>)			
<input type="text"/>			
6B. SOCIAL SECURITY NUMBER		6C. VA FILE NUMBER (<i>If known</i>)	
<input type="text"/>		<input type="text"/>	
7. DATE OF BIRTH	8. BRANCH OF SERVICE	9. SERVICE NUMBER	10. DATE OF DEATH OR DATE LISTED AS MISSING IN ACTION OR P.O.W.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Chapter 36: Application Review (cont'd)

PART III - SPECIAL INFORMATION CONCERNING APPLICANT

11. IF YOU ARE THE SPOUSE OF A DISABLED VETERAN, IS A DIVORCE OR ANNULMENT PENDING?

YES NO

12A. IF YOU ARE THE SURVIVING SPOUSE OF A DECEASED VETERAN, HAVE YOU REMARRIED SINCE HIS OR HER DEATH ?

YES NO

12B. SURVIVING SPOUSE'S AGE AT TIME OF REMARRIAGE

13. HAVE YOU EVER APPLIED FOR ANY OF THE FOLLOWING VA BENEFITS? *(Check applicable box(es))*

A. VOCATIONAL REHABILITATION BENEFITS *(Chapter 31)*

B. VETERANS' EDUCATION ASSISTANCE BASED ON YOUR OWN SERVICE *(Specify benefit)*

C. DEPENDENTS' EDUCATIONAL ASSISTANCE *(Chapter 35)*

D. SURVIVORS' AND DEPENDENTS EDUCATIONAL ASSISTANCE *(Complete Items 14A and 14B) on reverse)*

E. OTHER *(Specify)*

F. NONE

VA FORM
DEC 2008 **28-8832**

SUPERSEDES VA FORM 28-8832, JAN 2007,
WHICH WILL NOT BE USED.

NOTE: COMPLETE ITEMS 14A AND 14B ONLY IF YOU CHECKED ITEM 13D

14A. NAME OF VETERAN ON WHOSE ACCOUNT YOU PREVIOUSLY CLAIMED BENEFITS

14B. VETERANS FILE NUMBER OR SOCIAL SECURITY NUMBER



Chapter 36: Application Review (cont'd)

NOTE: COMPLETE ITEMS 14A AND 14B ONLY IF YOU CHECKED ITEM 13D

14A. NAME OF VETERAN ON WHOSE ACCOUNT YOU PREVIOUSLY CLAIMED BENEFITS

14B. VETERANS FILE NUMBER OR SOCIAL SECURITY NUMBER

PART IV - APPLICANT'S MILITARY SERVICE

15. HAVE YOU EVER SERVED ON ACTIVE DUTY IN THE ARMED FORCES? *(Including an initial period of active duty for training for a period of 3 months or more OR subsequent periods of active duty for training of 6 months or more) (If "NO," skip this part and continue to Part V)*

YES NO

16. SERVICE INFORMATION

(Enter the following information for each period of active duty. Attach a copy of your DD214. If you have already sent VA a DD214, do not send one with this application)

A. DATE ENTERED ACTIVE DUTY	B. DATE SEPARATED FROM ACTIVE DUTY	C. BRANCH OF SERVICE OR RESERVE OR GUARD COMPONENT	D. CHARACTER OF DISCHARGE

17. REMARKS *(Use this space to provide information that does not fit elsewhere on this form or that will help VA process your claim. Refer to the item numbers on this form to help us match your answers to the correct questions. If more space is needed, please attach separate sheets of paper. Be sure to place your name and Social Security Number on each additional page)*

Large empty text area for providing remarks.



Chapter 36: Application Review (cont'd)

PART V - CERTIFICATION AND SIGNATURE OF APPLICANT

(All Applicants Must Complete This Part)

I CERTIFY THAT all statements in my application are true and correct to the best of my knowledge and belief.

PENALTY: Willfully false statements as to a material fact in a claim for counseling benefits is a punishable offense and may result in the forfeiture of these or other benefits and in criminal penalties.

18A. SIGNATURE OF APPLICANT (*Do NOT Print*)

SIGN HERE
IN INK

18B. DATE SIGNED

PART VI - SIGNATURE OF PARENT, GUARDIAN, OR CUSTODIAN

(This section must be completed if you are a minor child)

19A. NAME OF PARENT, GUARDIAN, OR CUSTODIAN (*Type or print*)

19B. TELEPHONE NUMBER AND MAIL ADDRESS OF PARENT, GUARDIAN, OR CUSTODIAN (*Include Area Code*).

20A. SIGNATURE OF (*Check one*) (***DO NOT PRINT***)

PARENT GUARDIAN CUSTODIAN

SIGN HERE
IN INK

20B. DATE SIGNED

20C. DATE REFERRED TO VR & E

Veterans Retraining Assistance Program (VRAP) Update

- Program Changes



VRAP Update: Program Changes

- VA authority to issue payments under VRAP ended March 31, 2014
- VA stopped accepting enrollment certifications on March 17, 2014
 - School Certifying Officials (SCOs) should continue to review enrollments and report changes as normal
- VA will issue lump-sum payments for terms extending beyond March 31, 2014
- Veterans must verify their enrollment for the month of March





VRAP Update: Program Changes (cont'd)



- No payments will be made for enrollment periods that begin after March 31, 2014 or for any training completed after June 30, 2014
- Payment is limited to each Veteran's remaining VRAP entitlement
 - Applicable only to the end of the current enrollment period
- For more information go to <http://benefits.va.gov/vow/education.asp>

GI Bill Comparison Tool

- Overview
- Data Requirements
- Providing Feedback
- Reporting Data to the Users



GI Bill Comparison Tool: Overview

GI Bill® Comparison Tool Beta

Calculate your benefits and research approved programs.

Eligibility

Cumulative Post 9-11 Active Duty Service: 36+ months: 100% (includes BASIC) ⓘ

Military Status: Veteran ⓘ

School / Employer Information

GEORGETOWN COLLEGE (Georgetown, KY) ⓘ

Taking all online classes? Yes ⓘ No ⓘ

Benefit Estimator

GEORGETOWN COLLEGE

Georgetown, KY

Private School

Tuition / Fees:	\$19,198 / year (up to)
Housing Allowance:	\$1,119 / month (full time)
Book Stipend:	\$1,000 / year

Veteran Indicators

Principles of Excellence:	Yes
Yellow Ribbon:	Yes
GI Bill Beneficiaries:	30

School Indicators - Non-Veteran Specific

Graduation Rates ⓘ

Percent of full-time students that graduated within 150% of the expected time for completion. Graduation rate data are based on undergraduate students who enrolled full-time and have never enrolled in college before. This may not represent all undergraduates that attend this institution.

59.5%

LOW MEDIUM HIGH

Loan Default Rates ⓘ

Percent of student borrowers that failed to repay their Federal student loans within three years of entering repayment.

THIS SCHOOL	NATIONAL AVERAGE
6.9%	14.7%

Median Borrowing ⓘ

Families who borrow typically take out this amount in Federal loans for a student's undergraduate study. Your borrowing may be different. Learn about repayment options.

\$21,260

LOW MEDIUM HIGH

More Information about your school »

- Launched in response to Executive Order 13607 to implement and promote “Principles of Excellence”
- Streamlines information into an easy-to-use online tool
- Combines resources from more than 17 different web pages and three federal agencies
- The tool provides information to calculate benefits and research approved programs
 - Tuition/fees
 - Housing Allowance
 - Veteran indicators, i.e. Yellow Ribbon and GI Bill
 - Graduation and loan default rates



GI Bill Comparison Tool Data Requirements

- Data needs are met by extracting data from the following sources:
 - Web Enabled Approval Management System (WEAMS)
 - Department of Education Shopping Sheet
 - Department of Education Integrated Postsecondary Education Data System (IPEDS)
 - College Navigator

Basic School Information	
Facility Code	VA- WEAMS
School Address	VA- WEAMS
Country	VA- WEAMS
Approval Status (POO)	VA- WEAMS
Program/Major*	VA- WEAMS

Veteran Indicators	
Yellow Ribbon Status	VA- WEAMS
Principles of Excellence	VA- WEAMS
GI Bill Beneficiaries	VA- WEAMS
Vet Success Campus*	VA- TBD
8 Keys School*	VA- TBD
Vet Center on Campus*	VA- TBD

Outcome Measures	
IPEDS #	VA-WEAMS
OPE #	VA- WEAMS
Graduation %	*ED- Shopping Sheet
Cohort Default %	ED-Shopping Sheet
Median Borrowing	ED- Shopping Sheet
Indicator Group	ED- Shopping Sheet
Salary *	ED- Shopping Sheet

Benefit Information	
Living Allowance Rate -	VA- WEAMS
Tuition/Fees (In-State)*	ED- IPEDS
Tuition/Fees (Out of State)*	ED- IPEDS
Yellow Ribbon Agreement*	VA-WEAMS



GI Bill Comparison Tool: How to Provide Feedback

- VBA welcomes feedback on the comparison tool and encourages all visitors to submit feedback by clicking on the 'Feedback' link located at the bottom of the tool's page
- Prior to launching the Comparison tool, School Certifying Officials (SCOs) provided feedback on the data outputs



Feedback

If you experience technical issues or have feedback on how we can improve the GI Bill Comparison Tool, please send us an email at 223D.VBACO@va.gov with "Comparison Tool" in the subject line. Based on your feedback, we will be making quarterly updates to the GI Bill Comparison Tool.

Please note this email is only for website related issues, all questions regarding GI Bill benefits should be directed to the "Ask a Question" section of our website.



GI Bill Comparison Tool Data Reporting

GI BILL COMPARISON TOOL DATA REPORT

Data Reported	APRIL 22, 2014
• Unique Visitors	151,879
• Page Views	232,838

GI BILL COMPARISON TOOL: TOP U.S. SCHOOL SEARCHES

American Public University	2,435
Harvard University	2,251
University of Texas at Austin	1,633

**Data as of: 4/22/14*

Principles of Excellence Complaint System

- Overview
- Intent
- Management and Accessibility
- Inside View of System
- Complaint Processing
- State Approving Agency (SAA) Involvement
- School Involvement
- Reporting of VA Complaint Data



Principles of Excellence Complaint System: Overview

- Launched on January 30, 2014
- Provides a mechanism for receiving, processing, and referring complaints about educational institutions within VA and to other federal agencies
- Empowers individuals to report their experiences with educational institutions
- Beneficiaries eligible for or receiving VA educational benefits may submit their experience on behalf of someone else, or anonymously
 - Fraud
 - Use of deceptive and misleading practices
 - Failing to follow the *“Principles of Excellence”*
- PoECS will be used by VA personnel (VACO, ELR, and ECSS’s) and SAA personnel to track and manage cases submitted by individuals, coordinate with educational institutions , and provide feedback throughout the process with the complainant



Principles of Excellence Complaint System: Intent

- The PoECS is intended for complaints directly related to *“Principles of Excellence”*
- These types of complaints should **not** involve or be concerned with the following:
 - VA’s handling of education benefits, not the institution or employer
 - Limitations imposed by law
 - Break pay
 - VA policies
 - VA claims processing
 - Entitlement
 - Eligibility
 - Payments
 - Debts
- These types of complaints are referred to VA’s Right Now Web or GI Bill Hotline



Principles of Excellence Complaint System: Management and Accessibility

- Will be used by VA Central Office, Education Compliance Survey Specialist (ECSS), Education Liaison Representative (ELR), and State Approving Agency (SAA) personnel to:
 - Track and manage cases submitted by individuals
 - Coordinate with educational institutions
 - Provide feedback throughout the process with the complainant (VACO, ELR, and ECSSs) and SAA





Principles of Excellence Complaint Intake Questionnaire

OMB No. 2900-0797 Expiration: 12-13-2016

1 Education Benefits & Issue

2 Complaint

3 School/Employer

4 Complainant & Contact

Education Benefits Used

Please check all that apply *

VA Education Programs (e.g. GI Bill)

- Post-9/11 GI Bill (Ch. 33)
- Montgomery GI Bill - Active Duty (MGIB)(Ch. 30)
- Montgomery GI Bill - Selected Reserve (MGIB-SR)(Ch. 1606)
- Tuition Assistance Top-Up
- Reserve Educational Assistance Program (REAP) (Ch. 1607)
- Survivors & Dependents Assistance (DEA) (Ch. 35)
- Vocational Rehabilitation and Employment (VR&E)(Ch. 31)
- Veterans Retraining Assistance Program (VRAP)

Military Tuition Assistance (Title 10)

- Federal Tuition Assistance (TA)
- State Funded Tuition Assistance (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

Other

- Federal Financial Aid 

Describe Your Issue

Which best describes your issue? (Select all that apply) *

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Recruiting/Marketing Practices | <input type="checkbox"/> Student Loans | <input type="checkbox"/> Quality of Education | <input type="checkbox"/> Transfer of Credits |
| <input type="checkbox"/> Accreditation | <input type="checkbox"/> Post-graduation Job Opportunities | <input type="checkbox"/> Grade Policy | <input type="checkbox"/> Refund Issues |
| <input type="checkbox"/> Financial Issues (e.g. Tuition/Fee charges) | <input type="checkbox"/> Change in Degree Plan/Requirements | <input type="checkbox"/> Release of Transcripts | <input type="checkbox"/> Other |

Next

Cancel

* Required

Providing optional data will assist in researching your complaint.

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act, 170VA22

Version: 2.0.20131203.1

[User Agreement](#)

[Privacy Policy and Security](#)

[Respondent Burden \(OMB Number XXXX-XXXX\)](#)



Principles of Excellence Complaint Intake Questionnaire

OMB No. 2900-0797 Expiration: 12-13-2016

1 Education Benefits & Issue

2 Complaint

3 School/Employer

4 Complainant & Contact

Complaint Information

Describe what happened so we can understand the issue. (1000 / 1000 characters remaining)

What do you think would be a fair resolution to your issue? (1000 / 1000 characters remaining)

Back

Next

Cancel

Providing optional data will assist in researching your complaint.
Please do NOT provide social security numbers with your complaint.

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act 170VA22

Version: 2.0.20131203.1

[User Agreement](#)

[Privacy Policy and Security](#)

[Respondent Burden \(OMB Number XXXX-XXXX\)](#)



Principles of Excellence Complaint Intake Questionnaire

OMB No. 2900-0797 Expiration: 12-13-2016

1 Education Benefits & Issue

2 Complaint

3 School/Employer

4 Complainant & Contact

School/Employer Information

Name *

Find School / Employer

Street 1

Street 2

City

State

Zip

Country

Level of Study

Out-Of-Pocket Tuition [?]

Government Tuition Credit [?]

Back Next Cancel

* Required

Providing optional data will assist in researching your complaint.

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act, 170VA22

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Principles of Excellence Complaint Intake Questionnaire

OMB No. 2900-0797 Expiration: 12-13-2016

1 Education Benefits & Issue

2 Complaint

3 School/Employer

4 Complainant & Contact

Filing Information

I am filing on behalf of

Myself Someone Else Anonymous

Complainant Information

Your Service Affiliation

-- Select --

Your Branch

-- Select --

Your Age

-- Select --

Your Contact Information

First Name

Middle Name

Last Name

Street 1

Street 2

City

State

-- Select --

Zip

Country

-- Select --

Telephone (include area code)

International Number



Principles of Excellence Complaint System: Complaint Processing

- Routine complaints will be reviewed and sent to schools to resolve and provide a written response back to VA
- It will then be shared with the complainant to measure their satisfaction with the resolution
- Egregious or flagrant complaints will be directed to the Regional Program Offices (RPOs) to conduct a targeted risk-based review
- Complaints will be submitted to a central repository at Federal Trade Commission's Consumer Sentinel Network where they are accessible by
 - Federal agencies
 - State agencies
 - Law enforcement
 - Department of Justice
 - Consumer Financial Protection Bureau



Principles of Excellence Complaint System and the State Approving Agencies

State Approving Agency (SAA) Involvement:

- Institution data and processing complaints uses information from the Web Enabled Approval Management System (WEAMS) to help VA keep that information up to date and promptly notify ELR of changes
 - Approvals, suspensions, and withdrawals
 - Adopting standardized naming conventions
- Promote availability of the Principles of Excellence Complaint System for individuals eligible for or receiving VA education benefits
- Procedures under development for access to the complaint system and data for SAAs
- Submit complaints



Principles of Excellence Complaint System and School Involvement

- Schools should adhere to the “*Principles of Excellence*” to provide high-quality student support and services for Veterans, Servicemembers and their eligible family members eligible for or receiving VA education benefits
- VA requests schools:
 - Review the complaint
 - Provide a response to the complainant within 60 days of this notice via email to PROCESS.VBAVACO@va.gov using the following guidelines:
 - Respond to the complainant
 - Use school letterhead
 - Respond with a proposed resolution
 - Reference the complaint case number
 - Forward to VA within 60 days of the message





Principles of Excellence Complaint System: Report of VA Complaint Data

- As of April 21, 2014
1,324 complaints have been submitted
 - Over 50% of complaints were **NOT** PoE-related
- Data for the top benefits and issue(s) are shown below

TOP BENEFITS	
Post-9/11 GI Bill	729
Veterans Retraining Assistance Program (VRAP)	372
Federal Financial Aid	131
TOTAL	1,232

TOP ISSUES	
Financial Issues (e.g. Tuition / Fee charges)	675
Other	557
Quality of Education	249
Refund Issues	187
Recruiting / Marketing Practices	164
TOTAL	1,832



STUDENT VETERANS *of* AMERICA

- Who is Student Veterans of America?
- SVA's Critical Role
- Core Focus
- Million Records Project
- Contacting SVA
- Keeping in Touch
- Closing Remarks



Student Veterans of America (SVA): Poll



STUDENT VETERANS
of AMERICA



Who is Student Veterans of America?



- SVA is a **grassroots organization, born out of the ethos of military service, and founded by student Veterans** in response to the lack of support provided from academic and other institutions
- SVA is committed to:
 - Building on the unique strengths of Veterans by using a peer-support model
 - Providing a trusted source for information and programs during the reintegration phase
- SVA is a **501(c)3 non-profit coalition of student Veteran groups** on college campuses nationwide
- Since 2008, SVA has grown to **nearly 1,000 chapters covering all 50 states**, and is the only Veteran organization with an on-campus model





SVA's Critical Role in Shaping the Future of Current Generation Student Veterans

- SVA Mission

“To provide the needed resources and support for student Veterans to thrive in post-secondary education and beyond.”

- SVA directly improves upon the opportunities for all Veterans through advocacy
 - SVA's role was essential in the passage of the transformational Post-9/11 GI Bill
- SVA envisions a nation where all student Veterans succeed in post-secondary programs and contribute to civilian society in meaningful ways

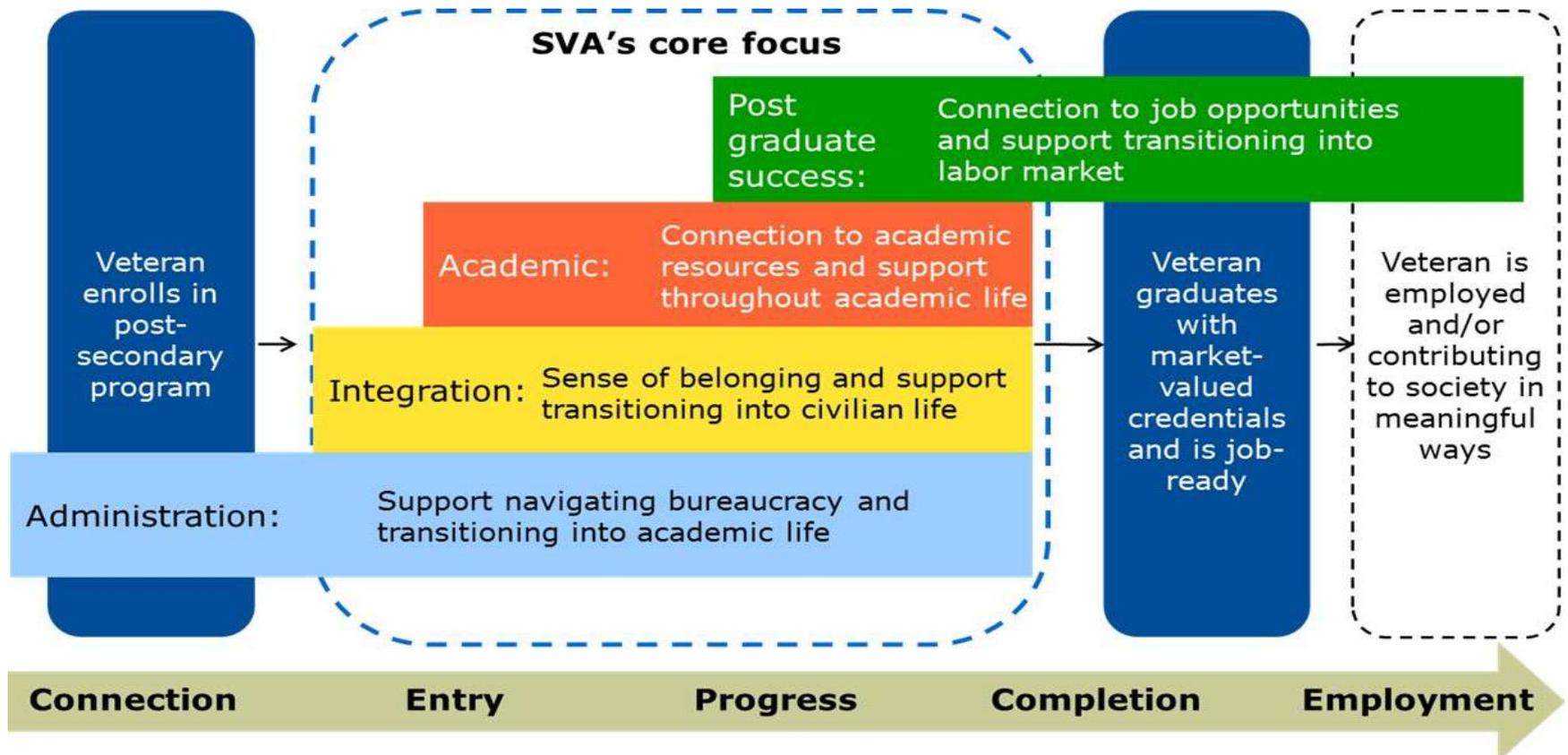


SVA is currently the best-suited Veterans' organization to lead this much needed charge.



Core Focus: Supporting Student Veterans to Overcome Challenges

In the next five years, SVA seeks to support all student Veterans enrolled in two and four year institutions by helping them graduate with market-valued credentials and be job-ready.





Million Records Project: SVA and Support from Key Partners



STUDENT VETERANS
of AMERICA




- **788,915 records analyzed**
- **.09% margin of error**
- **Approximately 22% of Student Veteran Population**



U.S. Department of Veterans Affairs



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NATIONAL STUDENT
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Million Records Project: The Nontraditional Student Veteran Experience



Delayed Enrollment



Deployments



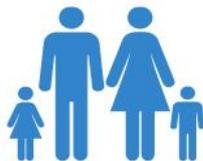
Part-Time Enrollment



Full-Time
Employment



Single Parent



Family to Support



Service-Connected
Disabilities

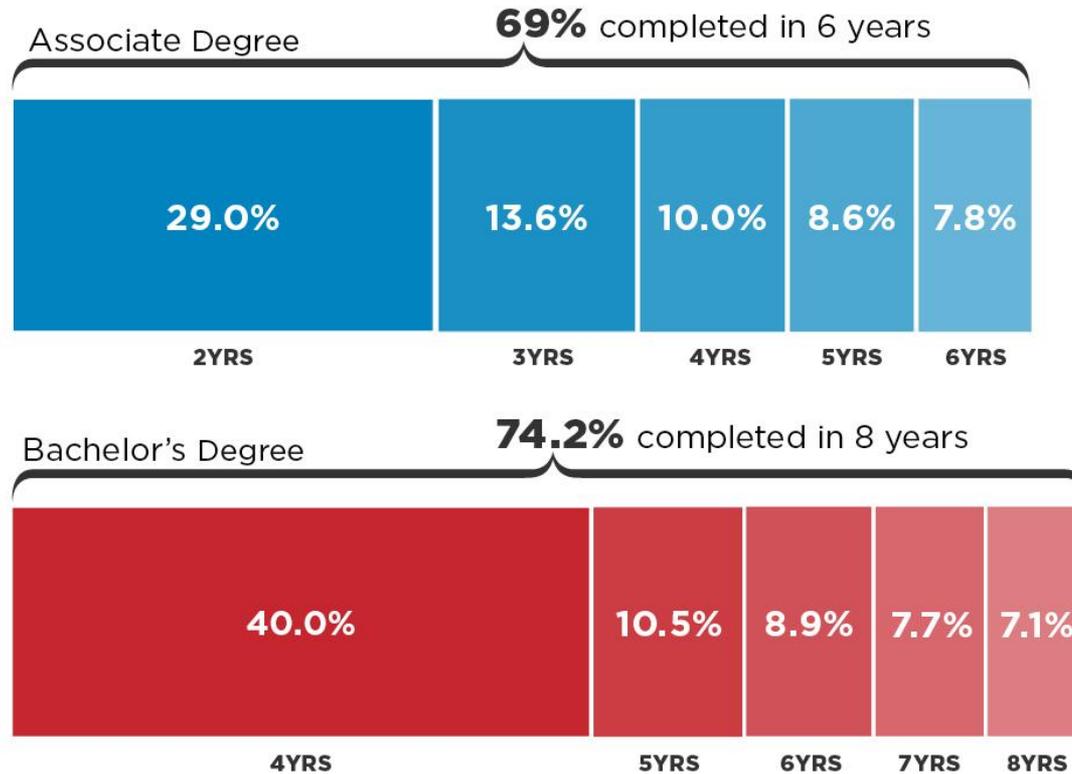


Cate, C.A. (2014). *Million Records Project: Research from Student Veterans of America*. Student Veterans of America, Washington, DC.



Million Records Project: Time to Degree Completion

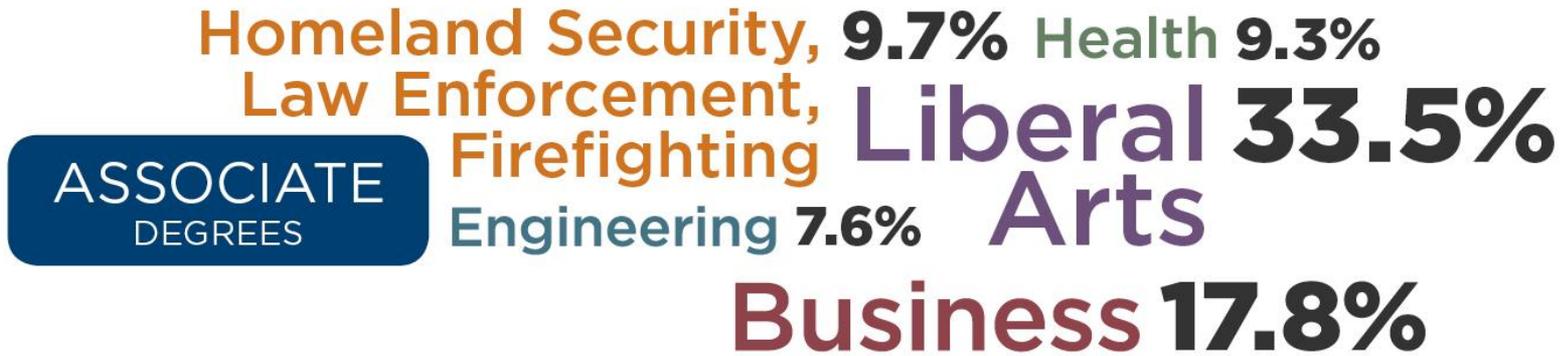
TIME TO COMPLETION



Cate, C.A. (2014). *Million Records Project: Research from Student Veterans of America*. Student Veterans of America, Washington, DC.



Million Records Project: Pursuing High-Growth in High-Demand Fields



Cate, C.A. (2014). *Million Records Project: Research from Student Veterans of America*. Student Veterans of America, Washington, DC.



Contacting SVA

- On the web at www.studentveterans.org

We provide military veterans with resources, support, and advocacy needed to succeed in higher education and post-graduation. [Read more about us](#)

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- Email us at outreach@studentveterans.org



@studentvets



Student Veterans of America



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SVA Closing Remarks – Thank you!



Summary and Additional Resources



Summary

- We have explored Education Service topics as:
 - The GI Comparison Tool
 - Yellow Ribbon Program
 - VR&E's Education and Counseling Program (Chapter 36)
 - Veterans Retraining Assistance Program (VRAP)
 - New GI Bill Complaint System
- Discussed how to use SVA as resource to assist the Student Veteran population



Additional Resources

- **Chapter 36: Education and Career Counseling Program**
 - To connect with a VA counselor and receive this personalized assistance
<http://www.vba.va.gov/pubs/forms/VBA-28-8832-ARE.pdf>
- **Yellow Ribbon Program**
 - To access the cover letter, agreement form, and Frequently Asked Questions (FAQs) to go to:
http://www.benefits.va.gov/gibill/yellow_ribbon/yellow_ribbon_info_school_s.asp
 - From <http://www.benefits.va.gov/gibill/>, Education and Training Home, then For School Administrators, School Resources, and YRP information
 - School Certifying Official Handbook:
http://www.benefits.va.gov/gibill/docs/job_aids/SCO_Handbook_v3.pdf



Additional Resources (cont'd)

Submitting Complaints:

- VA's Principles of Excellence Complaint System (PoECS)
 - <http://www.benefits.va.gov/gibill>
- DoD's Postsecondary Education Complaint System (PECS)
 - <https://afaems.langley.af.mil/pecs.aspx>
- Department of Education's Federal Financial Aid:
 - compliancecomplaints@ed.gov

Student Veterans of America (SVA):

- Online at www.studentveterans.org
- Email at outreach@studentveterans.org

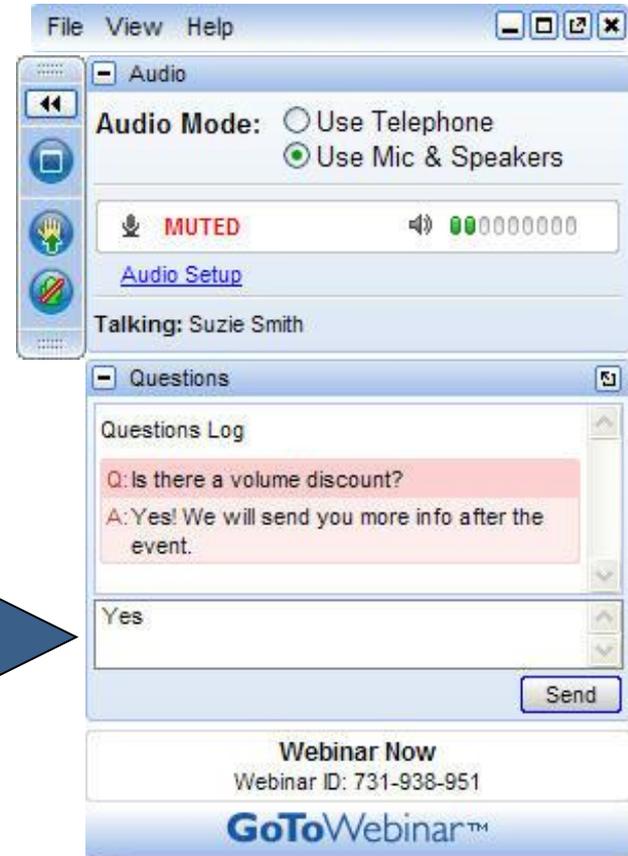
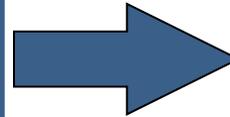
Question & Answers

- Emailing questions to Outreach.VBACO@va.gov
- Using the webinar sidebar feature (Question Box) to ask questions



Questions and Answers Housekeeping

- Please e-mail your questions to Outreach.VBACO@va.gov.
- You can also type your questions in the Question Box on your screen.
- Please note that we can only take questions about today's webinar and the topics we covered.
- **To protect your privacy, we ***cannot*** accept questions or comments about a specific Veteran or claim issue during this presentation.



Question and Answer Session In Progress



Thank You!



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