Grad Training for
Non-Standard Terms Update

Sarah Daughton
Supervisory Compliance and Liaison Specialist

Grad Training for Non-Standard Terms

Reporting Grad Training for Non-Standard Terms

Under Chapter 33, a SCO must report the minimum number of credit hours their academic regulations require to be considered full-time, to ensure proper entitlement is charged and appropriate payments are released for any rate of pursuit (RoP)

- In some scenarios, an adjusted full-time modifier (Adj. FTM) will need to be calculated by the SCO for subsequent use in determining RoP by LTS

As of **August 1, 2021**, LTS no longer automatically performs credit hour equivalent calculations for graduate training in non-standard terms. When the training type is graduate, LTS will use the entry from the **TT/FT field** as the denominator in the **RoP** calculation

Note: Terms without an **Individually** **Defined** **Modifier** (**IDM**) may need to be resubmitted if the enrollment was initially reported to VA prior to this training

Grad Training for Non-Standard Terms

New Reporting Procedures for Grad Training Non-standard Terms *with* IDMs

In all instances, SCOs must certify the actual credit hours applicable toward the student's program for all enrollment periods. If the SCO certifies a graduate student for a non-standard length term, VA will no longer convert the credit(s) certified to an equivalent credit hour (ECH)

- Schools **with** individually defined full time modifiers (IDM) for non-standard terms should report the published FT modifier for the IDM in the TT/FT field only, **without any remarks**

- In all scenarios involving graduate training for Chapter 33 enrollments, LTS will divide *the number of credit hours certified by the number of credit hours required to be considered full-time* to determine rate of pursuit

New Reporting Procedures for terms/schools *without* IDMS

SCO needs to determine the FT measure for all non-standard terms, using the published full-time modifier applied to a new equation, identified as the Adjusted Full Time Modifier (Adj. FTM) as follows:

1. In order to calculate the number of weeks in the enrollment periods to be certified
- Count the number of days in the enrollment period and divide by 7
- Disregard a remainder of 3 days or less or count a remainder of 4 days or more as an additional full week

<u>**Example**</u>: Fall mini session begins August 24, 2021 – October 8, 2021
Term Includes: 8 days in August
               30 days in September
                <u>8 days in October</u>
               46 days in mini session ÷ 7 = 6 weeks and 4 days
               Round up to 7 weeks. VA considers this a 7-week term

New Reporting Procedures for terms/schools without IDMS

2. Using the appropriate chart, determine the **adjusted full-time modifier** for the non-standard term
- Find the published full-time modifier in the school's catalog in the header row
- Find the week in the left margin that corresponds to the non-standard term based on the result from step 1
- Follow both lines to a point, you will find the adjusted full-time modifier for the term in question

SEMESTER HOURS

FT Modifier / Weeks	3	6	9	12
1	1	1	1	1
2	1	1	1	1
3	1	1	1	2
4	1	1	2	2
5	1	1	2	3
6	1	2	3	4
7	1	2	3	4
8	1	2	4	5
9	1	3	4	6
10	1	3	5	6
11	1	3	5	7
12	2	4	6	8
13	2	4	6	8
14	2	4	7	9
15 to 19 (Standard)	3	6	9	12
20	3	6	10	13

This chart is intended for use by institutions with no individual modifier (IDM) for a non-standard term.

QUARTER HOURS

FT Modifier / Weeks	1	3	6	9	12
1	1	1	1	1	1
2	1	1	1	1	2
3	1	1	1	2	3
4	1	1	2	3	4
5	1	1	2	3	5
6	1	1	3	4	6
7	1	1	3	5	7
8	1	2	4	6	8
9	1	2	4	6	9
10 to 13 (Standard)	1	3	6	9	12
14	1	3	7	10	14
15	1	3	7	11	15
16	1	4	8	12	16
17	1	4	8	12	17
18	1	4	9	13	18
19	1	4	9	14	19
20	1	5	10	15	20

This chart is intended for use by institutions with no individual modifier (IDM) for a non-standard term.

Choose VA

VA | U.S. Department of Veterans Affairs

New Reporting Procedures for terms/schools without IDMS

3. Use the **Adj. FTM** in the TT/FF field when reporting grad training for all graduate students enrolled in this term

- This **adj. FTM** should be used regardless of the number of graduate credit hours in which student is enrolled

- Once the adjusted FT modifier is determined for a non-standard term, that adjusted FT modifier can be reported for all graduate students enrolled in any non-standard term of the same length. (This equation is required for each non-standard term length, not per individual student)

Note: If the published full-time modifier for standard terms is not found in either of the charts, please contact your Education Liaison Representative (ELR)
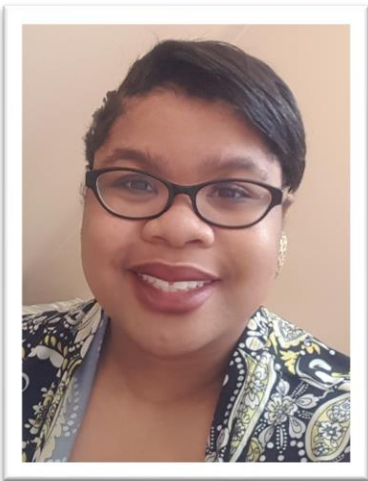
Tuition Assistance(TA) and 1606 Messaging

Victoria Evans
Chief
National Training Team - Schools

Tuition Assistance and Chapter 1606

DOD recently changed its policy and now allows a reservist to receive **both** Tuition Assistance and Chapter 1606 benefits at the same time for the same course if they are enrolled half-time or more
(Reference DoD 1322.17, Enclosure 3, para 3b)

- Effective date: **May 4, 2021**

- For any training that started prior to May 4, 2021, the prohibition on concurrent recipient of Tuition Assistance and Chapter 1606 is still applicable

VA-ONCE Updates Screen Shots

Enter the **entire length of the program** (Begin Date & End Date) as well as the **Tuition and Fees for the entire program** in the Remarks section on the **initial enrollment certification only**

Please note: VA payments to the education institutions will be based on the information listed in the remarks section on the initial enrollment certification. Therefore, **you must enter the entire length of the program and the tuition and fees for the entire program in the remarks section**

VRRAP- FAQs

⚠️ Reminder: Do **<u>NOT</u>** provide the Muskogee corporate mailbox to students.

The student customer service outlet is the normal GI Bill® hotline. The number is 1-888-442-4551. The VRRAP team in Muskogee is not staffed to answer customer service inquiries from Veterans

Parent/Guest Relationships

Schools with multiple campuses, why are guest school certifications not approved if parent school is within the University campus code?

We are amending this process. Parent-guest relationships will be permitted only when both institutions are on the same VRRAP agreement form, because they are a part of the same school-group. In this scenario, VA doesn't need to be notified of the parent/guest relationship, as we are primarily concerned with the proper location to make the payment. Please send VA ONCE Form 1999, from the location at which the school wants payment directed and report the attendance as if at a single location

Denied for VRRAP due to show cause

If the school is denied for VRRAP due to show cause, what is their avenue of appeal?

There is no appeal, it is a statutory requirement; unless we have made a factually incorrect determination, in which case you can inform the team in Muskogee and it can be reviewed

Programs longer than 12 months

If the program is longer than 12 months, will they get all the T&F or just a prorated amount?

The school will receive payment based on all tuition and fees. The net tuition and fee charges for the entire program must be certified. The total charges are required because payments to schools are based on percentages of the "total amount payable" for the program of education, not payments on a term basis like the other VA education programs

Monthly Housing Allowance (MHA)

How will MHA work if the program is greater than 12 months?

Students will be paid MHA for only 12 months.

Drop a term but remain in the program

Can students drop a term but remain in the program and attend later?

Yes, but only if it is the same program; the Muskogee team may call to confirm with the school that the student intends to continue in the program

Start a program under Chapter 33 and continue under VRRAP

Can students pursue a program under Post-9/11 GI Bill® and then continue it under VRRAP once Post-9/11 exhausts?

It depends on the program… if the program, the school and all other VRRAP conditions, such as applicability to a high demand occupation, are met, then yes

Isakson & Roe Updates
Section 1010

Ellen Shaheed
Management & Program Analyst
National Training Team - Compliance

**Verification of enrollment to receive Post-9/11 GI Bill® Benefits**

As of **August 1, 2021**, Non-College Degree (NCD) students must verify their enrollment status each month to continue receiving their Monthly Housing Allowance (MHA) and/or kicker payments. This change will be implemented in phases, starting with students enrolled at a NCD facility, and extending to students at Institutions of Higher Learning (IHL) on December 17, 2021

Note: Monthly enrollment verification is applicable to only Chapter 33 students

NCD facility students can verify their enrollment status in one of two ways:
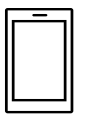
Text Messaging – NCD students who choose VA's "Opt-In" feature will receive a text message each month prompting them to verify their enrollment status

Telephone – NCD students who <u>do</u> <u>not</u> Opt-In for text may call the Education Call Center (ECC) at <u>888-442-4551</u> to verify their enrollment status

Issues with Telephone Numbers

If the telephone number can't receive text messages, SCOs will be contacted by the RPOs and asked to notify the student that VA is looking for a valid number for the student

There are four (4) phone numbers associated with the <u>text messages</u> beneficiaries will receive when being asked if they would like to opt-in or verify their monthly enrollment

202-519-1441

202-519-4778

202-915-1865

202-991-4607

Verification of enrollment to receive Post-9/11 GI Bill® Benefits
How MHA payments are altered from this process:

NCD students who reply '**Yes**' to the verification text or confirm their enrollment status hasn't changed by phone will have <u>MHA payments released on the first of the month as usual</u>

NCD students who reply '**No**' or report a change by phone will prompt the Veteran Claims Examiner (VCE) to review for updated enrollment information from the SCO. If no updated information is pending, the VCE will contact the SCO to request an update be submitted. <u>MHA payments will be held in the meanwhile</u>

If a student fails to verify for two consecutive months, VA will withhold future MHA payments until they call the Educational Call Center (ECC) to verify

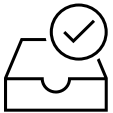Section 1010 requires that educational institutions submit an additional certification of enrollment after the last day when a student can withdraw from the course or program of education without penalty, known as the drop-add period

Note: Two certification requirement is applicable to only Chapter 33 students

The second certification should be received no later than 30 days after the school's drop-add period or 60 days from the first day of the enrollment period, whichever occurs first

For schools that do not have a drop-add period, the second enrollment certification must be received within 60 days from the first day of the enrollment period

The second enrollment certification will be submitted in the same format as the first certification (either through VA-ONCE or paper form)
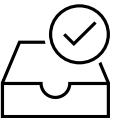
Dual Certifications

Many schools use a practice of submitting initial enrollment certification with $0.00 in the tuition and fees field(s)

After the drop-add period, the tuition and fees are certified by amending the term to add the tuition and fees amount. This is called dual certification

Following this common "dual certification" process is **highly recommended** because it has several significant benefits:

- It satisfies the new two certification requirement
- Still allows GI Bill® students to receive their book and supply stipends on time

Enrollment Changes

If a beneficiary makes changes to their enrollment, the process of certifying the change does not change under the new two certification rule. However, the timing of when you submit the change is something you should consider

If the change is certified during the drop-add period, that change does not satisfy the "certification after drop/add" requirement. You are still required to certify again after the drop/add period

However, if you wait until after the drop/add period to certify the change within the established time limit, it will satisfy the "certification after drop/add" requirement

Note: The 30-day reporting rule is still in place when deciding to wait to report changes

Unchanged Certifications
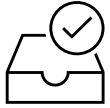
If the school has no changes to make to the enrollment or tuition and fees for a term, they **must still** submit a second enrollment certification

This should be done by amending the enrollment, making no changes, and submitting the term through VA-ONCE

No comments or remarks are necessary for an unchanged certification

Retroactive Certifications

When schools are submitting enrollment certifications for terms that are already completed, the two certification requirements remain

An amended term should be submitted on the next day to maximize automation, as described for "unchanged" certifications above

Paper Certifications

If a school is unable to certify enrollments using VA-ONCE, the SCO should submit two enrollment certifications (VA Form 22-1999). The first should be sent to VA when the beneficiary enrolls
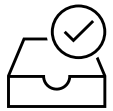
If there are no changes, schools should submit a duplicate enrollment certification after the drop-add period with remarks stating: "No Change/Verification Only" within the time limits stated in section A, 2

If there are changes to the original enrollment, a Notice of Change in Student Status (VA Form 22-1999b) should be reported after the drop-add period, which will suffice for the second certification

FAQs for 1010 Scenarios

Scenarios	Answers
What do I do about our graduate programs that have multiple variable add/drop dates?	If the school's catalog/published information indicates separate add/drop dates for non-standard terms, you will be required to report the 2nd submission in accordance with the individually published dates
I also have students who are in accelerated courses. In this scenario, would I need to complete 5 second certifications, or can I combine some of these within the 30 days' time period? For example: 8/21/21 – 9/11/21 9/18/21 – 10/9/21 10/16/21 – 11/6/21 11/13/21 – 12/4/21 8/21/21 – 12-11/21	This would require separate 2nd submissions. Although the terms below could have been initially submitted on a single enrollment cert as a multi-line cert, VA-Once requires amended or adjusted terms to be reported individually. It will be possible to report multiple 2nd submissions to VA on the same day, if the timelines of each add/drop date fall within the same 30-day window
Can I do the dual certification of $0 prior to the term, and then again after the drop periods for other chapters, like 31 and 35, or will that cause issues?	Section 1010 applies only to Chapter 33 enrollment certifications (including STEM). Dual certification is a good way to satisfy the 1010 reporting requirements but isn't necessary for other benefit programs. Dual certification reporting of Chapters 30, 1606, 35 and 31 may delay claims processing for those benefits

FAQs for 1010 Scenarios

Scenarios	Answers
Our main semester runs from 8/23/21-12/12/21 with an add/drop date of 9/7/21. However, we have multiple mini sessions that have various add/drop dates. The latest drop date of all the mini terms is 11/19/21. Does that drop period apply to the entire larger semester? Or do we go by each mini session's add/drop date?	If the school's catalog/published information indicates separate add/drop dates for non-standard terms, you will be required to report the 2nd submission in accordance with the individually published dates
Are there any reports we can run out of VA-ONCE to identify those students that perhaps have not had the second verification completed?	Unfortunately, VA-ONCE doesn't currently have a report to aid in identifying certs in need of the 2nd submission. However, VA is working toward a simpler solution to satisfy this new reporting requirement
Does VA withhold payment to the school until that second certification is completed?	The new SCO reporting requirement for Section 1010 has no bearing on VA payments made to schools or students Payments will continue as usual, with one exception. Chapter 33 students who fail to verify their enrollment for 2 consecutive months will have the following month's housing payment held until verification is received. Phase 1, effective for terms beginning on or after August 1, will impact non-college degree (NCD) facility students. Phase 2, slated to begin in December, will include students attending Institutions of Higher Learning (IHL)

FAQs for 1010 Scenarios

Scenarios	Answers
What does "Penalty" mean here, does it relate to the financial consequence of dropping a class?	VA has defined the last day a student can withdraw "without penalty" as the last day of the school's drop-add period
In this scenario, a student drops a class, say the 2nd week of the term, and I certified the original 12 credits, and then report a drop several weeks into the term to 9. Does the student earn any of the tuition and fees for the start of term until the drop of the class? Let's assume the student is entitled to the 6-credit exclusion for the first change in enrollment.	You should initially report 12 credits at $XX,000. We'd pay the school $XX.00. If the student dropped to 9 credits two weeks later at $YY.00 (the $YY.00 is determined based on what 9 credits would have cost at the start date as if the student only enrolled in 9 in the first place.) If this reduction happened during drop/add, the 6-credit hour does not apply. This student would be entitled to a prorated payment- part of the term at 12 credits, part at 9.
Also, please advise if the student will incur a MHA and book debt as VA has set up payments based on the original certification of 12 credits	A drop that occurs after the 1st day of the term doesn't create any books and supplies debt, but there may be housing debt, dependent on whether VA makes the reduction in credit hours before the affected housing payment is released

Choose VA

VA | U.S. Department of Veterans Affairs

Communications Resources

@GIBillEducation

@VAVetBenefits

VeteransBenefits@
Messages.VA.gov

Monthly
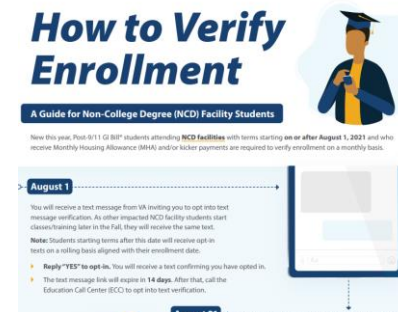Enrollment Verification
Communication Toolkit

For NCD Facilities

August 2021

**NCD-SCO
Enrollment
Verification
Toolkit
Available Now!**

**Enrollment Verification
Webpage**

**How to Opt Into Text Message
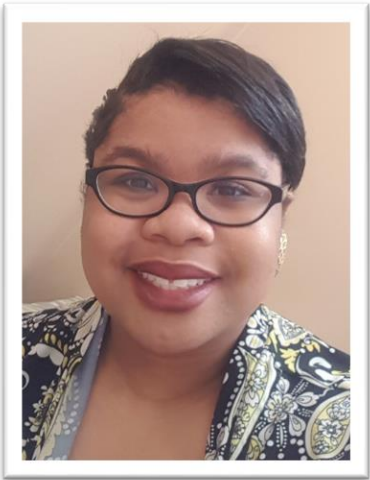Verification Video**

**How to Verify Enrollment
Infographic**

**Frequently Asked
Questions**

**NCD vs IHL Facility
Infographic**

COVID-19 Update for Students

Special COVID-19 Rules End Soon:

Starting **December 22, 2021**, students will no longer be able to receive their MHA at the resident (in person) rate for classes taken online. This is because special COVID-19 legislation that permits students to receive MHA at the resident (in person) rate, while taking approved courses converted to online training due to COVID-19, will end on December 21, 2021

 When enrolling for courses in 2022 or any subsequent term, students will need to enroll in approved resident (in person) classes to continue receiving their MHA at the resident rate. Otherwise, students will receive the online rate (half the national average)

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COVID-19 Update for Students

Special COVID-19 Rules End Soon:

Additionally, many GI Bill® programs are not normally approved for online training; they are only approved for resident (in person) training

These programs are only currently approved for GI Bill® benefits for online training by virtue of the special COVID-19 legislation set to **expire on December 21, 2021**

Special COVID-19 Rules End Soon:

If the program is one that is normally **only** approved for resident training and **only** approved for online training by virtue to the COVID-19 legislation, students will need to return to resident (in person) training after December 21, 2021, if students want to continue receiving GI Bill® benefits

COVID-19 Update for Students

Special COVID-19 Rules End Soon:

If students continue training online after December 21, 2021:

- GI Bill® benefits, such as a monthly housing allowance, will stop

- Students may end up owing a tuition debt to your school (VA will charge the school a prorated tuition and fee debt which the school may, in turn, pass on to the student)

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Impact on Certifying

- Continue to certify using the COVID rules (resident due to COVID) even for bridge terms

- However, unless the law changes, if the school is not **normally** approved for online training, then the student needs to **return to resident training after Dec 21** if they want to get getting GI Bill® benefits – benefits will stop after Dec 21 for online training

Extended Deadline

VA has extended the deadline for submitting a waiver request

for Section 1018 to midnight September 1, 2021, EDT

GI Bill® Status Updates
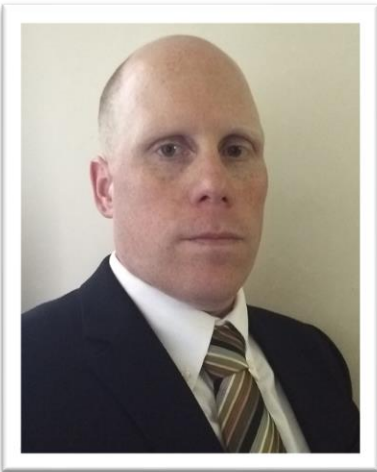
Justin Brown
Management & Program Analyst
DGIB Procedures Team

Digital GI Bill® Overview

Digital GI Bill® (DGIB) is a modernized digital platform that will transform VA technology systems, improve GI Bill® students' user experience, and optimize benefits processes for millions of beneficiaries. This platform will be a single interface across the education ecosystem

Education Facility Performance Data

Veterans, Department of Education

Education Portal

GI Bill® Beneficiaries

Education Claims

Department of Treasury, Department of Defense, Education Claims Managers

Education Facility Portal

Education Facility Officials

DIGITAL GI BILL® MODERNIZATION

Institution Approval

State Approving Agencies

Institution Compliance

State Approving Agencies

Education Compliance

State Approving Agencies, Education Compliance Specialists

Business Intelligence Reporting

Education Analyst, Manager

DGIB will enable VA to go beyond the technical modernization of claims processing by transitioning to a holistic service that improves user experience across our entire ecosystem of partners while providing additional value to Veterans, Service members, and their families. The new digital platform and streamlined processes will provide direct, online, one-stop access to GI Bill® benefits for beneficiaries and external partners

Human Centered Design – Focus Groups

- **Focus groups are underway to understand the needs of stakeholders. This month, VA has been holding sessions with:**
  - GI Bill® Students
  - School Certifying Officials
  - Chief Education Liaison Officers/Supervisory Compliance and Liaison Specialists
  - Veteran Claims Examiners/Education Quality and Training Specialists
  - Education Call Center
- These sessions will be used to create Stakeholder Journey Maps to inform training and communications
- Other Human Centered Design activities include:
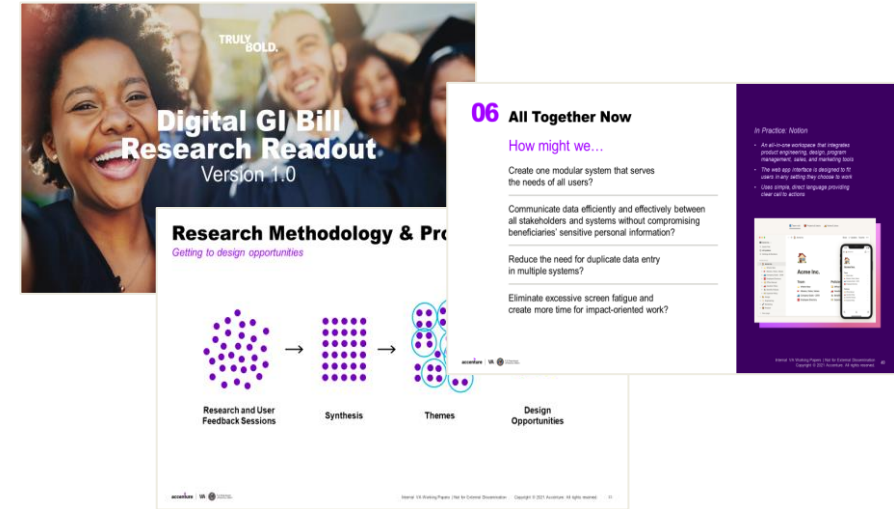
1 — RESEARCH & USER FEEDBACK SESSIONS
Conduct primary research through unstructured user feedback sessions and directed storytelling to understand the needs and pain points of participants
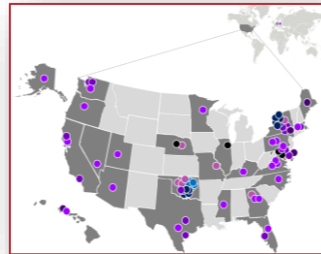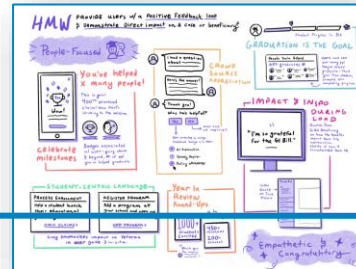
2 — DESIGN CONCEPTING
Design ideas to address pain points and opportunities identified from Research & User Feedback Sessions
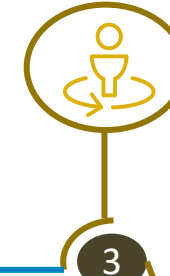
3 — USABILITY TESTING
Test and validate prototypes with different users to measure success and feasibility

Feedback from the HCD process is used to inform and tailor configuration updates

More than 80 HCD user feedback sessions have informed the modernization efforts so far

Digital GI Bill® Focus Groups

- **The DGIB team conducted focus groups with different stakeholder groups to understand user experience and develop stakeholder journey maps**
- **Journey maps will be leveraged to inform training and communications efforts**

MAJOR THEMES

- **Personalization communications** are preferred by GI Bill® beneficiaries
- **Digitalized communications** with email, app and text as preferred methods
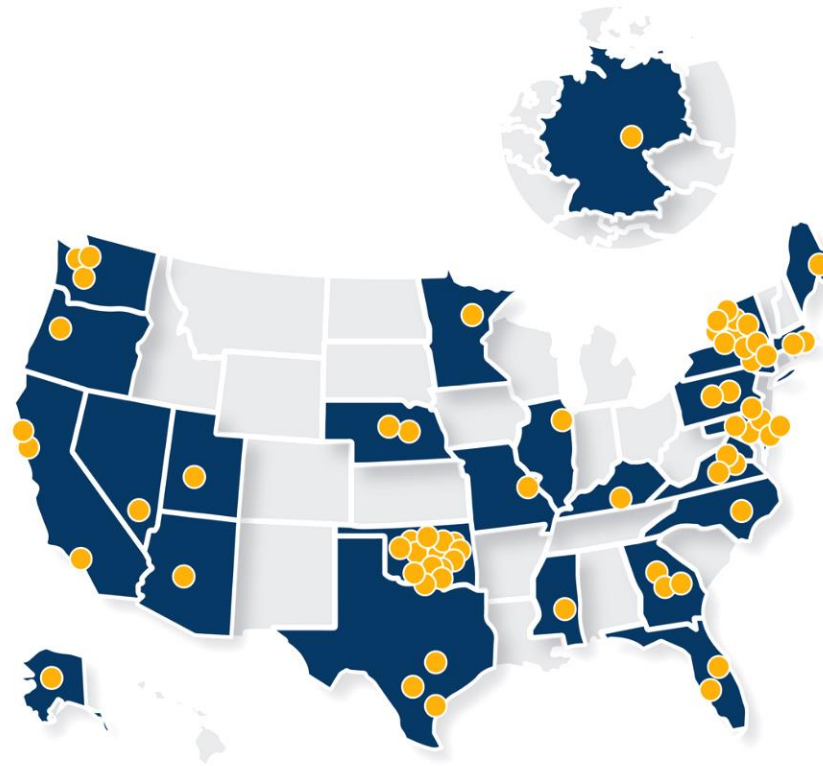- **Self-sufficiency** allows users to learn about a new system on their own time at their own pace

"I prefer personalized emails, so I know it's not spam. I don't care what VA is doing [if it doesn't relate to me]."

POTENTIAL OPPORTUNITIES

- **Segmenting communications** based on the stakeholder, so students receive information on topics that affect them
- **Developing** opportunities to push communications via text and/or an app
- **Producing videos and step-by-step guides along with setup wizards** allowing student to have self-learning opportunities

"I'm more interested in hearing how changes would affect my benefits."

STAKEHOLDER SESSIONS

Education Call Center (ECC)

GI Bill® Beneficiaries

Veteran Claims Examiners (VCEs)

Chief Education Liaison Officers (CELOs) & Supervisory Compliance and Liaison Specialists (SCLS)

School Certifying Officials (SCOs)

Choose VA

U.S. Department of Veterans Affairs

SCO Training Requirements
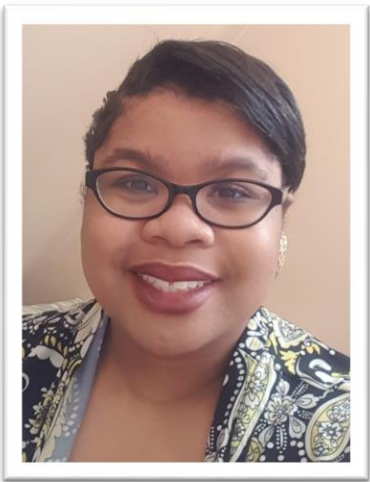
Victoria Evans
Chief
National Training Team - Schools

New Training Cycle!

- The new training cycle runs from October 1 thru August 31 of the following year.
  - Existing SCOs have 11 months to meet their annual training requirement.
- September 1-30:
  - Training Window Closes for Existing SCOs
  - New SCO training is continuous throughout the year

Training Compliance

- Compliance will be determined by the number of modules completed

Centralized Certifications

- Only designated SCOs are required to complete the annual training (22-8794 (va.gov))
- SCOs listed as points of contact are not required to complete the training because they are not authorized to submit enrollment certifications to VA

Training modality to complete annual training requirement:

- Asynchronous Online training located on the <u>SCO training portal</u>
  - Mandatory training topics specific to facility type
  - PowerPoint Presentations from virtual training events

- Synchronous SCO Approved training events (virtual or in-person instructor led) presented by or co-presented with a VA employee at:
  - Online Training Events
  - National or Regional Conferences
  - Local Workshops
  - One-On-One Training with the <u>ELR of jurisdiction</u>

New SCOs

- Must complete the training prior to being authorized to certify enrollments to VA

- Upon training completion, must submit training certificates with VA Form 22-8794 to the ELR of jurisdiction

Facility Type	Number of Training Modules Required
Institutions of Higher Learning (IHLs)	10
Non-College Degree (NCD) Programs	10
High Schools and Residency Programs	1
OJT/Apprenticeship Programs	1
Vocational Flight	1

Existing SCOs

- Must complete one (1) mandatory self-paced online training module specific to their facility type
- Must complete three (3) elective modules using the training modality of their choice

*Note: The three (3) electives are not required if only one (1) training module is needed to meet compliance

Facility Type	Number of Training Modules Required
Institutions of Higher Learning (IHLs)	4
Institutions of Higher Learning (IHLs) with Flight Courses	4
Institutions of Higher Learning (IHLs) with NCDs	4
Non-College Degree (NCD) Programs	4
Vocational Flight	4
*High Schools and Residency Programs	1
*OJT/Apprenticeship Programs	1

SCO Annual Training Requirements

Here are important training dates for School Certifying Officials (SCOs)

Annual Training Window Opened. Updated training requirements for all new SCOs and continuing education requirements for existing SCOs are effective

October 1, 2020

60-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

July 1, 2021

15-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 15, 2021

Existing SCOs - No training in progress New SCOs – Training is continuous throughout the year

Sept 1-30, 2021

June 1, 2021

90-Day Training Alert! 90-Day Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 1, 2021

30-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 31, 2021

Annual Training Window Closes! Continuing education requirements for existing SCOs completed

Please remember, if you don't complete your annual training requirements, VA has the authority to remove your access from VA-ONCE and the SAA has the authority to disapprove your school's programs

School Certifying Officials APPROVED TRAINING POST ★ 9/11 GI BILL®

Choose VA

VA | U.S. Department of Veterans Affairs

Non-Compliance

- When covered institutions fail to complete the required training by the end of the training cycle, a notification via Gov.Delivery will be sent of the delinquency informing the institution of the impending loss of their ability to certify enrollments to VA

- If covered institution remains non-compliant after the end of the training cycle, the ELR will remove their ability to certify to VA and refer the institution to the SAA for review and determination on suspension or withdrawal actions in accordance with Colmery Act section 305

- It will be a function of the National Training Team – Schools to generate training compliance reports at the 90, 60, and 30-day milestones, and at the end of the training cycle to determine compliant and non-compliant institutions

How To Self Certify!

1. Click on the URL Below or Copy and Paste it in your web browser
   https://vba-tpss.vbatraining.org/assess/trkSignIn?refid=XSCO
2. Enter your email address and eight (8) digit facility code and click Next
   (If you do not have a <u>User Profile</u>, click <u>New User Account</u> and follow the steps to set up your profile)
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

Common Email Inquiries & Contact Information

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Reminder: Do **NOT** send any emails to the **Education Service Operations Integrity** Mailbox!

If you have questions or concerns regarding any of the following:

- Issues involving SCO Approved Credit & tracking your progress
- SCO Portal Access and its Use
- Inquiries on the Adobe Connect Registration & Access Process

You must **Only** submit them to the **Education Service Training** Mailbox at edutraining.vbaco@va.gov

NOTE: All Webinar and Training Events are announced via the GovDelivery method. You must ensure you are registered there and update info as needed. Education Service **Does** **Not** maintain any Email Distribution Lists to inform Stakeholders of these vital announcements!