Education Service
December Office Hours
School Certifying Officials
Ask VA Demo

Carlos Robinson and Julie Larson
Change Management Lead and Analyst
VEO
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. The 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).
COVID-19 Update for Students

Special COVID-19 Rules End Soon:

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
COVID-19 Update for Students

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)
COVID-19 Update for Students

Impact on Certifying

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

- However, 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 GI Bill® benefits – benefits will stop after Dec 21 for online training
COVID-19 Update for Students

Impact on Certifying

- If you certified a student as resident due to Covid, but the student has come back as a resident or is coming back on or before December 22, 2021, then report the change in VA-ONCE to ensure that there is an accurate enrollment certification.
UPDATE: On December 8, 2021, Congress passed legislation that will provide an extension of the covered period for the special COVID-19 rules to June 1, 2022.

This still needs to be passed by Senate and signed by President Biden for it to become a law.

Isakson & Roe Updates
Section 1010

Henry Moss
Training Specialist
National Training Team- Schools
On January 4, 2021, Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (P.L. 116-315) was signed into law. Section 1010 of this law amends section 3313 of title 38 United States Code (U.S.C.) by adding a new subsection (l) on Verification of Enrollment. This subsection adds new requirements for both beneficiaries and schools.

**Note:** Section 1010 is only applicable to Chapter 33 students!

- Beneficiaries must verify their enrollment status each month for enrollment periods which begin on or after August 1, 2021, to continue to receive their monthly housing allowance (MHA) and/or kicker payments.

- Schools are required to submit an initial enrollment certification for each beneficiary and a subsequent enrollment certification (verification) after the school drop-add period.
Verification of enrollment to receive Post-9/11 GI Bill® Benefits

Beginning with terms starting on or after December 17, 2021, students enrolled at Institutions of Higher Learning (IHL) facilities will be required to verify enrollment each month.* If students do not verify their enrollment for two consecutive months, monthly housing allowance (MHA) and/or kicker payments will be withheld. This expansion includes those enrolled in IHL programs and those enrolled in Non-College Degree (NCD) programs at IHL facilities.

Given the holiday schedule and to allow additional testing, students with enrollments that begin on or after December 17, 2021, will be automatically verified at the end of this month. We will provide additional details including when Post/911 GI Bill® students at IHL facilities will receive opt-in text messages and start verifying their enrollments in early January 2022. We recommend pausing any messaging about this requirement to those students until then.

Note: This change will not affect NCD facility students already verifying their enrollment.

With the Phase 2 expansion, both NCD and IHL students will be able to verify their enrollment in one of three ways:

- **Text Messaging**
  Students who choose VA’s “Opt-In” feature will receive a text message each month prompting them to verify their enrollment status

- **Telephone**
  Students who opt out of text and email may call the Education Call Center (ECC) at 888-442-4551 to verify their enrollment status

- **Email**
  Students who do not Opt-In for text will be automatically enrolled in email verification and sent an automated email on the last day of the month

Monthly enrollment verification is only applicable to Chapter 33 students!
Schools are required to submit two (2) enrollment certifications for each term to ensure the beneficiary is progressing or has completed their training as certified.

**Note:** Guidance for submitting an initial enrollment has not changed and is applicable to chapter 33 students.

The first enrollment certification should be submitted to VA after a beneficiary enrolls, up to 180 days before the start of the term.

The second enrollment certification (verification) should be submitted after the school’s drop-add period, but no later than 30 days after the end of the school’s drop-add period.

**Note:** For schools that do not have a drop-add period, the second enrollment certification (verification) should be submitted no less than 30 and no more than 60 days after the term begins.
**FREQUENTLY ASKED QUESTIONS**

If a beneficiary is enrolled in multiple mini terms, can a SCO submit a single certification for multiple terms?

Does VA withhold payment to schools until the second verification is completed?

**WHERE TO FIND ANSWERS**

- Section 1010 – Two Certification Requirements
- August Office Hours Presentation
- Isakson and Roe Page
- Isakson and Roe Veterans Health Care and Benefits Improvement Act of 2020 - Education and Training (va.gov)
Enrollment Verification Resources and Reminders

NCD SCOs: Remind students to verify their enrollment information for the month of November if they have not already done so, and/or please update their enrollment if needed!

NEW RESOURCE: IHL SCO Enrollment Verification Toolkit

@GIBillEducation
@VAVetBenefits
VeteransBenefits@Messages.VA.gov

Enrollment Verification Webpage
IHL Students: How to Verify Enrollment Infographic
NCD SCO Enrollment Verification Toolkit
NCD Students: How to Verify Enrollment Infographic
Frequently Asked Questions
VAntage Point Blog
How to Use Enrollment Verification Toolkit

Email/Newsletter Language

We strongly encourage SCOs to reach out to students with monthly reminders to verify their enrollments. This language can be shared with GI Bill beneficiaries via email, newsletter, your school’s website, or other communication channels. Please feel free to tailor this to best fit your audience and how you usually communicate with them.

**Initial Email**

For GI Bill beneficiaries with terms starting on or after December 17, 2021, we recommend sending the following message as soon as the student enrolls in an HR program.

**HOW TO USE THIS CONTENT**

Copy the pre-drafted language below and paste the text into your email/newsletter template. Then, right-click on the underlined text to copy the link address and re-link to the keywords in your template.

**HEADLINE** — Important GI Bill Requirement: Enrollment Verification

**ATTACHMENT** — Please attach the How to Verify Enrollment Process Infographic.

**BODY**

Dear Student,

Beginning with terms starting on or after December 17, 2021, if you are using your Post-9/11 GI Bill® benefit at an Institution of Higher Learning (IHL) facility, you are required to verify your enrollment at the end of each month to receive your Monthly Housing Allowance (MHA) and/or kicker payments. We want to help you meet this new requirement so you can continue your education without any interruption in benefits.

By verifying that you are still enrolled in the same courses or training every month, you help avoid overpayments caused by changes to your training schedule and safeguard your GI Bill entitlement by preventing entitlement charges for training you did not attend.

**How to Verify Your Enrollment:**

We encourage students to opt into text messaging, which is a simple, quick option for verifying monthly enrollment and ensuring you receive your MHA/kicker payments uninterrupted.

All impacted students with a US mobile phone number on file should receive an opt-in text message after being enrolled in your courses. You must respond to that text within 14 days. After opting in, you can simply reply to a VA text message each month to verify your enrollment.

If you opt out of text message verification or do not respond to the opt-in text, you will be automatically enrolled in email verification with the email address on file with VA.

For more information, contact your School Certifying Official or refer to the enrollment verification webpage where many helpful resources are highlighted, including Frequently Asked Questions.

To use the pre-written Email/Newsletter Language:

1) Copy the pre-drafted language below and paste the text into your email/newsletter template.

2) Then, right-click on the underlined text to copy the link address and re-link to the keywords in your template.
Scenarios Answers

Can the original enrollment certification be submitted after the term? Per the SCO Handbook, Chapter 30, 32, 35, and 1606 Enrollment begins? Or must it be submitted before the term begins? Certifications may be submitted 120 days before the term begins but must be submitted within 30 days of the beginning of the term.

How late can we certify if we do not receive the student's Certificate of Eligibility (COE) prior to the 30-day deadline before the term begins but must be submitted within 30 days of the beginning of the term. Certifications must be submitted within 30-days, regardless of date of SCO notification/receipt of COE. The law states that certifications must be submitted within 30 days of SCO notification/receipt of COE.

We get late certification requests all the time, even though we try to coax our students to let us know if they are registered and want to use their benefits. I think we will get dinged on this during a school's and training establishments must report accurately and compliance survey. How do we avoid this if the student won't promptly communicate back? The law states that a report must be made within 30-days to be considered prompt. Schools may delay in reporting until the end of the term, quarter, or semester when the claimant is enrolled in a program of independent study; the claimant is pursuing the program on less than half-time basis; the ETI has asked the RPO Director of jurisdiction in writing for permission to delay making the report, and the Director of the RPO has granted permission.

For the second certification, if we request tuition in the first initial certification, and we reduce the tuition to $0.00, does that meet the requirement for the dual certification? ONCE, select the "Amend" function and submit. You do not need to change the tuition and fees to zero. If you do, a debt will be created.

FAQs
<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>How should a flat rate school “Amend” or “Adjust” when the tuition is</td>
<td>You will still “Amend” or “Adjust” to fulfill the dual certification.</td>
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<tr>
<td>the same if dropped within the drop period?</td>
<td>The SCO will enter the same tuition and fees on both the Amendment and</td>
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<tr>
<td></td>
<td>the Adjustment.</td>
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<td>What if the full-time enrollment is 12-20 credits and they stay the</td>
<td>The charges for the original credit load must be reported (using the</td>
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<tr>
<td>same for amount of tuition and fees, do we still need to make an</td>
<td>“Amend” function) even if the student reduces during the drop/add</td>
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<tr>
<td>adjustment?</td>
<td>period. SCOIs will follow with an adjusted certification that includes</td>
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<td>the reduced credits and corresponding charges (report charges at the</td>
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<td>rate charged for those credits on the first day of term).</td>
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<tr>
<td></td>
<td>For example: 12 credits reported a $0 prior to start of term (12 credits</td>
</tr>
<tr>
<td></td>
<td>cost $10,000). Student reduced to 9 credits on day 3 of term (9 credits</td>
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<tr>
<td></td>
<td>cost $7,500 on day 1). You will:</td>
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<tr>
<td></td>
<td>1. Amend T&amp;Fs on original cert to report $10,000.</td>
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<td></td>
<td>2. Adjust cert to 9 credits with T&amp;Fs of $7,500.</td>
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<tr>
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<td>The law entitles the student to a prorated T&amp;Fs payment. VA will</td>
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<td>calculate the payment based on the original charges through the end</td>
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<td>of the first month, then use the reduced charges to determine the</td>
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<td></td>
<td>T&amp;Fs due for the rest of the term. If the amount VA sends to the</td>
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<td>school is more than the student was billed, the student should be</td>
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<td>refunded. If the student was billed more than the amount send by VA,</td>
</tr>
<tr>
<td></td>
<td>the student is responsible for the remaining balance.</td>
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</tbody>
</table>
FY’ 22 SCO Annual Training Reminders

Heather Cates
Training Specialist
National Training Team - Schools
FY22 SCO Annual Training Reminders

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

Centralized Certifications

- Only designated SCOs are required to complete the annual training (22-8794 (va.gov));
  “Read Only” SCOs listed as Points of Contact are not required to complete the training
  because they are not authorized to submit enrollment certifications to VA

Help with Training Portal

https://www.benefits.va.gov/gibill/docs/scotraininginstructions.pdf
FY22 SCO Annual Training Reminders

Training modalities to complete annual training requirement:

- Asynchronous online training located on the SCO Training Portal
  - 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 ELR of jurisdiction
FY22 SCO Annual Training Requirements

Training Compliance

- Compliance will be determined by the number of modules completed

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

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Number of Training Modules Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutions of Higher Learning (IHLs)</td>
<td>10</td>
</tr>
<tr>
<td>Non-College Degree (NCD) Programs</td>
<td>10</td>
</tr>
<tr>
<td>High Schools and Residency Programs</td>
<td>1</td>
</tr>
<tr>
<td>OJT/Apprenticeship Programs</td>
<td>1</td>
</tr>
<tr>
<td>Vocational Flight</td>
<td>1</td>
</tr>
</tbody>
</table>
### FY22 SCO Annual Training Reminders

#### 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

<table>
<thead>
<tr>
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<th>Number Required Training Modules</th>
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</thead>
<tbody>
<tr>
<td>Institutions of Higher Learning (IHLs)</td>
<td>4</td>
</tr>
<tr>
<td>Institutions of Higher Learning (IHLs) with Flight Courses</td>
<td>4</td>
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<tr>
<td>Institutions of Higher Learning (IHLs) with NCDs</td>
<td>4</td>
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<tr>
<td>Non-College Degree (NCD) Programs</td>
<td>4</td>
</tr>
<tr>
<td>Vocational Flight</td>
<td>4</td>
</tr>
<tr>
<td>*High Schools and Residency Programs</td>
<td>1</td>
</tr>
<tr>
<td>*OJT/Apprenticeship Programs</td>
<td>1</td>
</tr>
</tbody>
</table>
Welcome to the Department of Veterans Affairs Training for School Certifying Officials (SCOs). This training is mandated by the Harry W. Colmery Veterans Educational Assistance Act of 2017, (The Colmery Act) (Public Law 115-48) for both new and existing SCOs. Please read the descriptions carefully to ensure you are taking training that corresponds with your facility type so that you can meet the annual training requirement. To track your training progress, please see the Year to Date (YTD) summary. The YTD summary list the number of modules or training events you have completed toward your annual training requirement. Also, check the information listed in your profile to ensure it is correct. Each school is responsible for ensuring that their SCOs meet the mandatory training requirement and document it in accordance with compliance regulations. This training is targeted to assist you in performing the tasks required of SCOs. If you have questions about what training to take, contact your local ELR. Thank you for helping our nation’s Veterans complete their Educational goals.

Your Completion Status

- Completed hours: 0
- Online hours: 0
- Completed modules: 0
- Conference hours: 0

Getting Started

To begin, select a level of training (New or Existing) based upon your experience level. New SCOs must complete the training prior to being authorized to certify enrollments to VA and must submit a copy of their training completion certificate along with the VA 22-8794 to the ELR of their jurisdiction. Existing SCOs are required to complete training every year beginning October 1 through August 31 of the following year.

Instructions

After you select the level of training (New or Existing), a list of courses will be displayed. Select a course to begin your training. Your Education Liaison Representative (ELR) of jurisdiction can assist if you have any questions about the material covered in the training. After completing, you will receive a Certificate of Completion via email.
FY22 SCO Annual Training Requirements

Conference/Workshop/Virtual Training Credit - Click Here

SCO's must self-certify their conference/workshop/virtual attendance to receive conference training credit. If you attended a national, regional, local, or virtual conference or workshop you must complete this form and certify your presence at each session. Attendance is recorded at every session and is maintained by the National Training Team - Compliance.

New SCO Training - Click Here

All New SCOS to include On-the-Job Training and Apprenticeship facilities, Vocational Flight Facilities, High Schools and Residency Programs must complete the training prior to being authorized to certify enrollments to VA and must submit a copy of their training completion certificate along with the VA 22-8794 to the ELR of their jurisdiction. All New SCOS, with the exceptions of OJT and Apprenticeship and Vocational Flight SCOs, can start the training by clicking on the green button located under the heading IHL and NCD Facilities Course. This training consists of 10 modules and provides all the basic information to begin assisting Veterans in your educational programs. OJT and Apprenticeship SCOs, can start the training by clicking on the green button located under the heading On-the-Job Training and Apprenticeship Programs. This training consists of 1 module specifically developed for OJT and Apprenticeship enrollment certifications.

Vocational Flight SCOs, can start the training by clicking on the green button located under the heading Vocational Flight Courses. This training

Your Profile

It is important that this information is current and correct!

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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<tbody>
<tr>
<td>First Name</td>
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<td>Last Name</td>
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<td>Role</td>
<td>VACO Employee</td>
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<tr>
<td>Facility Code</td>
<td>1111111</td>
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</tbody>
</table>

Save Changes
Existing SCOs - Click Here

This training is required for all Existing SCOs beginning on or after October 1 through August 31 of the following year. You are required to take the online module that corresponds with your facility type. Additionally, IHLs, NCD and Vocational Flight Facilities must take 3 electives. They can take any 3 electives of their choosing and it can be in any modality (Self-Paced/Online, Instructor Led or Virtual). OJT/Apprenticeship, High Schools and Residency Programs are only required to take 1 module that corresponds with their facility type. As each module is completed, you will be provided with a certification of completion that should be maintained in your school’s records for potential verification during compliance surveys.

Legislative Changes - Click Here

The purpose of this training is to explain what the Veterans Rapid Retraining Assistance Program (VRRAP) is and how educational institutions can register to participate in the program. It guides schools through the registration process, how to submit enrollment certifications, changes to enrollments and terminations. Although participation in VRRAP is voluntary, VRRAP’s unique pay structure requires participating educational institutions to submit a Participation Agreement and Acknowledgment form. This agreement binds the educational institutions to the terms of the VRRAP program. Upon completion of the training, you will have an in-depth understanding of the VRRAP program.
You must email the **Education Service Training Mailbox** at edutraining.vbaco@va.gov if you have questions or concerns regarding:

- Issues involving SCO Approved credit & tracking your progress
- SCO Portal access and use
- Inquiries on the Adobe Connect registration & access process

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

**Note:** All webinars and training sessions are announced via [GovDelivery](https://www.govdelivery.com)

You must be sure to register and update your information, as needed

GovDelivery Support can be found [here](https://www.govdelivery.com)
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

   **Note:** If you do not have a User Profile, click New User Account 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
<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the VA working on a fix for not being able to make amendments after</td>
<td>The “Amend” function is for enrollment certifications only. If you have made an adjustment and need to correct something on that adjustment (such as T&amp;F), highlight the adjustment, select “Adjust”, and then enter the reason as “Other”; the effective date should stay the same, you can now enter the corrected T&amp;F, then select “Submit.”</td>
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<td>an adjustment on the same certification?</td>
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<td>How do you dual certify if you already submitted an adjustment prior to</td>
<td>So, with dual certification for Ch33, we must first make sure to input the original tuition &amp; fees before we can amend after a dropped course?</td>
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<tr>
<td>the drop date? VA-ONCE won’t let you amend this adjustment.</td>
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<tr>
<td>If the adjustment is after the first day of the term, you must amend the</td>
<td>If the adjustment is after the first day of the term, you must amend the original certification to provide tuition and fees.</td>
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<td>original certification to provide tuition and fees.</td>
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<tr>
<td>If the adjustment if on or before the first day of the term, you can</td>
<td>If the adjustment is after the first day of the term, you can include the T&amp;F on the adjustment and no amendment is needed.</td>
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<td>include the T&amp;F on the adjustment and no amendment is needed.</td>
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<tr>
<td>If the student can no longer add a class and have it be considered for</td>
<td>VA has defined “Without Penalty” to include financial penalty as well as academic penalty. The second 1010 submission from the school is due within 30 days of whichever penalty comes first. Further, VA considers financial penalty to exist after the last day the student can withdraw from one or more courses without a full tuition refund. Access or lack thereof to financial aid is not a factor. Academic penalty will exist after the last day the student can withdraw from one or more courses without incurring a non-punitive grade on their transcript. Typically, this is a “W” grade or the equivalent.</td>
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<tr>
<td>Federal financial aid eligibility, is this considered a financial penalty,</td>
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<td>even for students not using financial aid?</td>
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<td>I am confused with the withdraw and re-cert without penalty. While most</td>
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<td>information points to drop/add date, there is contradictory verbiage with withdraw without penalty. Do we do dual certification after the withdraw date?</td>
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<td>Is dropping and receiving a “W” on the transcript considered an</td>
<td>Example: School term begins January 18, 2022. The school will provide a full tuition refund for courses dropped during the first calendar week of the term. If the last day to drop with a 100% refund is Friday, January 21, 2022, that is the last day without financial penalty. If the school's last day to drop or add courses is January 30, 2022, this is the final day without academic penalty. In this example to satisfy the 1010 requirements, the second submission is due on or before 30 days from January 22, 2022, because the financial penalty came first.</td>
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<tr>
<td>Academic Penalty since it doesn’t affect the GPA?</td>
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<tr>
<td>Scenarios</td>
<td>Answers</td>
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<tr>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<tr>
<td>If we do not pre-certify a student and they drop a class during the add/drop period without any penalty, do we still need to report those hours even after affect?</td>
<td>The original credit load must be reported initially if the student reduces during the drop/add period even if there is no change in tuition (Example 1) or if the student will never be billed for the initial credits (Example 2). Follow with an adjusted cert that includes the reduced credits and corresponding charges (report charges at rate charged for those credits on the first day of term.)</td>
</tr>
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<td></td>
<td>Example 1: Enrolled in 15 credits as of first day of term (15 credits cost $10,000). Student reduced to 12 credits on day 2 of term. (12 credits cost $10,000 of day 1). 1. Report 15 credits effective 1st day of term on original cert at $10,000. 2. Adjust cert to 12 credits, effective day 3 of term with T&amp;Fs of $10,000. The law entitles the student to a books &amp; supplies payment based on enrollment on day 1. Student is entitled to a books &amp; supplies payment for 15 credits.</td>
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<td></td>
<td>Example 2: Enrolled in 15 credits on 1st day of term at $10,000. Student reduced to 9 credits on day 3 of term. (9 credits cost $7,500 on day 1). Student will be billed $7,500 since 100% refund in the 1st week. 1. Report 15 credits effective first day of term on original cert at $10,000. 2. Adjust cert to 9 credits with T&amp;Fs of $7,500. The law entitles the student to a prorated T&amp;Fs payment. VA will calculate the payment based on the original charges through the end of the first month, then use the reduced charges to determine the T&amp;Fs due for the rest of the term. In this case, VA will send the school more than the student was billed, so the student should be refunded.</td>
</tr>
<tr>
<td>Our school is not approved for online learning past December 21, 2021. We will continue our distance learning. How can we certify those students moving forward?</td>
<td>You should always certify the actual start and ending dates of the enrollment periods. Terms that begin prior to 12/22/21 should use the COVID remark if the student if training online. If your programs are not approved for online training, VA will terminate those students certified as online due to COVID unless we hear from you that the student returned to resident training.</td>
</tr>
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</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>As an NCD facility, we have certified COVID classes taken online but still put in clock hours when certifying. Do we need to make a remark after 12/21/21 that students are not online anymore? Remember we certified clock hours during this time, nothing else.</td>
<td>You should highlight the enrollment certification in VA-ONCE, then choose “Adjust.” Because aren’t really changing the modality of the cert, select the reason “other” which requires an explanation. Add a free text remark that the student has returned to in-residence training. This can be done as soon as the student returns to in-person learning. If you don’t report the student has returned to resident training on or before 12/21/21, VA will terminate the student’s enrollment accordingly without further action or notice from you.</td>
</tr>
<tr>
<td>If only one class of a semester is online, but the rest are in person, will the student still receive MHA and GI Bill® after December 21, 2021?</td>
<td>The pre-COVID rules will apply. If the student is taking at least one class in person, they will receive the full MHA. If they courses are all online, the student will receive MHA rate at ½ the national average.</td>
</tr>
<tr>
<td>What are we supposed to do if we have issues with ID.me?</td>
<td>Contact ID.me support here: ID.me Support</td>
</tr>
<tr>
<td>If a student is a dependent of a Veteran and receiving VA education benefits, would they be listed as a “Veteran” when submitting an inquiry in AVA?</td>
<td>In AVA, you will choose “My inquiry is about”, then select “Dependent of a Veteran.”</td>
</tr>
<tr>
<td>In AVA, if you are asking questions about a student, do you provide the student’s social security number, or your own?</td>
<td>You will use the Veteran’s Social Security Number.</td>
</tr>
<tr>
<td>When submitting work-study inquiries for Chapter 33 TOE’s, why do we need the sponsoring Veteran’s information? And how are we supposed to access that?</td>
<td>The Veteran’s information is not needed. The submitter can simply add the claimant’s name/info into the fields where it asks for Veteran info, or the submitter can select “a general question” which doesn’t ask for any student or Veteran data.</td>
</tr>
<tr>
<td>For SCO training credit, when self-certifying, how do we know what city and state to enter?</td>
<td>Enter the city and state you were in when you attended the training.</td>
</tr>
</tbody>
</table>

Contact ID.me support here: ID.me Support

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You will use the Veteran’s Social Security Number.

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Enter the city and state you were in when you attended the training.