March Office Hours - 2022

- GI Bill(R) Summit – **Marit Solem**

- Introduction to Enrollment Manager – **Marit Solem**

- VRRAP – Graduation Reporting Requirements – **Chelsea Jackson**

- Processing of Post-9/11 GI Bill(R) School Vacation Days – **Traveon Ward**

- SCO Annual Training Requirements – **Heather Cates**

Today's Event Qualifies for SCO Annual Credit

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

GI BILL(R) SUMMIT

Marit Solem
Training Specialist
National Training Team-Schools

2022 GI Bill(R) Summit

The Veterans Benefits Administration Education Service is hosting its first ever GI Bill(R) Summit!

As part of GI Bill(R) modernization efforts, VA Education Service leadership will be connecting directly with Veterans, Service members, their families and stakeholders nationwide to talk about exciting updates to the GI Bill(R) experience and answer their education benefits questions.
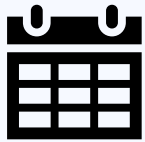
When: April 14, 2022
12:00 pm – 1:00 pm EDT

Where: Virtually via Facebook Live on VA's Post-9/11 GI Bill(R) Facebook page

What: Answer education benefits questions submitted via RallyPoint and learn more about:
- GI Bill® modernization efforts
- Monthly Enrollment Verification requirement
- Expiration of COVID-19 benefit protections impact… and much more!

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Join us for the 2022 GI Bill® Summit

EDUCATION SERVICE
GI BILL PROGRAMS

U.S. Department
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2022 GI Bill(R) Summit | Spread the Word!

Help us encourage Veterans, Service members, and their families to tune into the live event to get answers to their education benefits from VA!

VA has an exciting agenda planned for you at the **2022 GI Bill® Summit**!

You will hear from Education Service leadership as they answer your education benefits questions and see special guest spotlights!

Mark your calendars for April 14, from 12-1PM EDT.
RSVP now at 2022GIBillSummit.Splashthat.com

Share our GI Bill(R) Summit promotional posts on your social media platforms and [RSVP Here](https://RSVP)!

Join us for the
2022 GI Bill® Summit
with VA Leadership

When: April 14, 2022, from 12:00 – 1:00 PM EDT
Where: Virtual Event – *RSVP here!*

@GIBillEducation

@VAVetBenefits

@VABenefits

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2022 GI Bill® Summit

DGIB OVERVIEW

Marit Solem
Training Specialist
National Training Team-Schools

Digital GI Bill(R) Overview

Digital GI Bill(R) (DGIB): Modernized digital platforms that will transform VA technology systems, improve GI Bill(R) students' user experience, and optimize benefits processes for millions of beneficiaries, with a single interface across the education ecosystem

DGIB Goals:

1	**2**	**3**	**4**
Deliver Modernization Quickly	Seamlessly Implement Legislation	Improve user experience through Human Centered Design	Utilize a clearly Defined Communications and Training Strategy

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Digital GI Bill(R) SCO Impact – Introducing Enrollment Manager

Enrollment Manager is the future state DGIB system that SCOs will use to manage student enrollment information

Goals of Enrollment Manager:

Goal 1 | Modernize

Replace VA-ONCE with a more **modern, sustainable system, Enrollment Manager**

Goal 2 | Simplify

Core functions will remain the same, but in a more user-friendly way to increase efficiency!

Goal 3 | Integrate

Allow for increased integration with all VA Education systems for a **streamlined end-to-end process**

Enrollment Manager Research Roadmap

Designed with SCO feedback gathered through usability testing, Enrollment Manager will include all the same functionality as VA-ONCE, and more!

April 2021
Initial SCO Discovery Interviews

January 2022
Round 1 SCO
Usability Testing

Spring 2022
Round 2
SCO Usability Testing

Future features may include:

- Searching for and finding a student who has applied for benefits

- Being able to access a student's profile in a centralized location

- Streamlined process to submit enrollments

- Enhanced functionality to make amendments and report graduations

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Training Expectations

Over summer 2022, we will start preparing the field for the release of Enrollment Manager.

Here are some things you might expect to see:

Train the trainer sessions

Full suite of self-paced eLearning modules

Video Learning

SCO Handbook Updates

Frequently Asked Questions

Enrollment Manager Checklist

Job Aids

Interactive Exercises

User Guide

Office Hour Webinars

VRRAP: Graduation Reporting Requirements
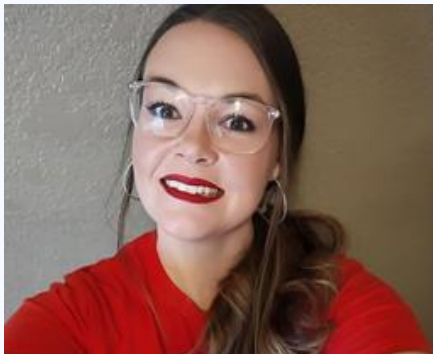
Chelsea Jackson
Training Specialist
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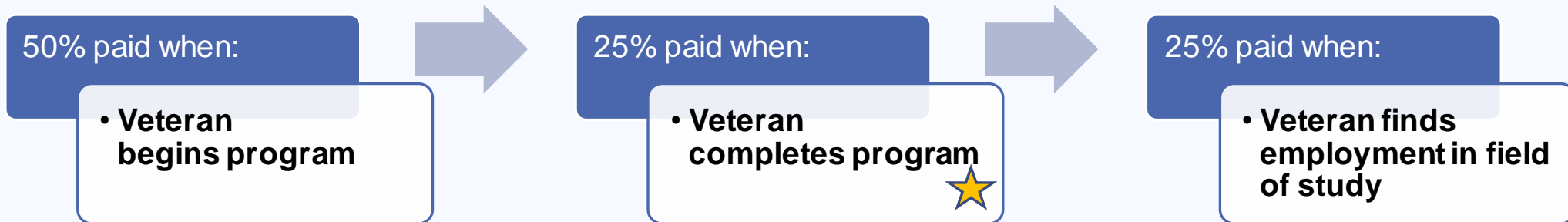
U.S. Department of Veterans Affairs

VRRAP Payment Overview

VA will pay an educational institution the actual net cost of tuition and fees for the entire program of education based on the following three (3) milestones being reported by the institution's Certifying Official:

50% paid when:
- Veteran begins program

25% paid when:
- Veteran completes program

25% paid when:
- Veteran finds employment in field of study

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Additional VRRAP Resources and Information Links

Veteran Rapid Retraining Assistance Program (VRRAP)

Veteran Rapid Retraining Assistance Program (VRRAP) Registration Process and Enrollment Certifications

Veteran Rapid Retraining Assistance Program (VRRAP) for Educational Institutions

Veteran Rapid Retraining Assistance Program (VRRAP) Frequently Asked Questions (FAQs)

Completion of Program (Graduation) Reporting Requirements

Certifying Officials will submit a Notice of Change in Student Status (VA Form 22-1999b) through VA-ONCE reporting "<u>End of Term or Course</u>" effective the last day of the term

Any change to an enrollment certification must be reported within 30 days of the change, including Graduation

<u>Note:</u> A prorated amount will be paid for the portion of the program pursued if the eligible Veteran withdraws and provides notice to the Educational Institution that he/she no longer intends to pursue the program of education

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Processing of Post-9/11 GI Bill(R) Vacation Days

Traveon D. Ward, Sr.
Training Specialist
National Training Team-Schools

Processing of Post-9/11 GI Bill(R) Vacation Days

- The Department of Veterans Affairs wants to ensure that School Certifying Officials (SCOs) are consistently and accurately reporting vacation breaks. VA will be issuing additional guidance in the next few weeks that will expound upon the following current guidance in the School Certifying Official (SCO) Handbook:

  - Always report the inclusive dates of official school vacation periods which are 7 or more consecutive days when certifying non-standard enrollment periods for all benefits in the remarks. Do not report vacation periods on standard length terms.

VA Certifying Official Annual Training Requirements

Heather Cates
Training Specialist
National Training Team-Schools

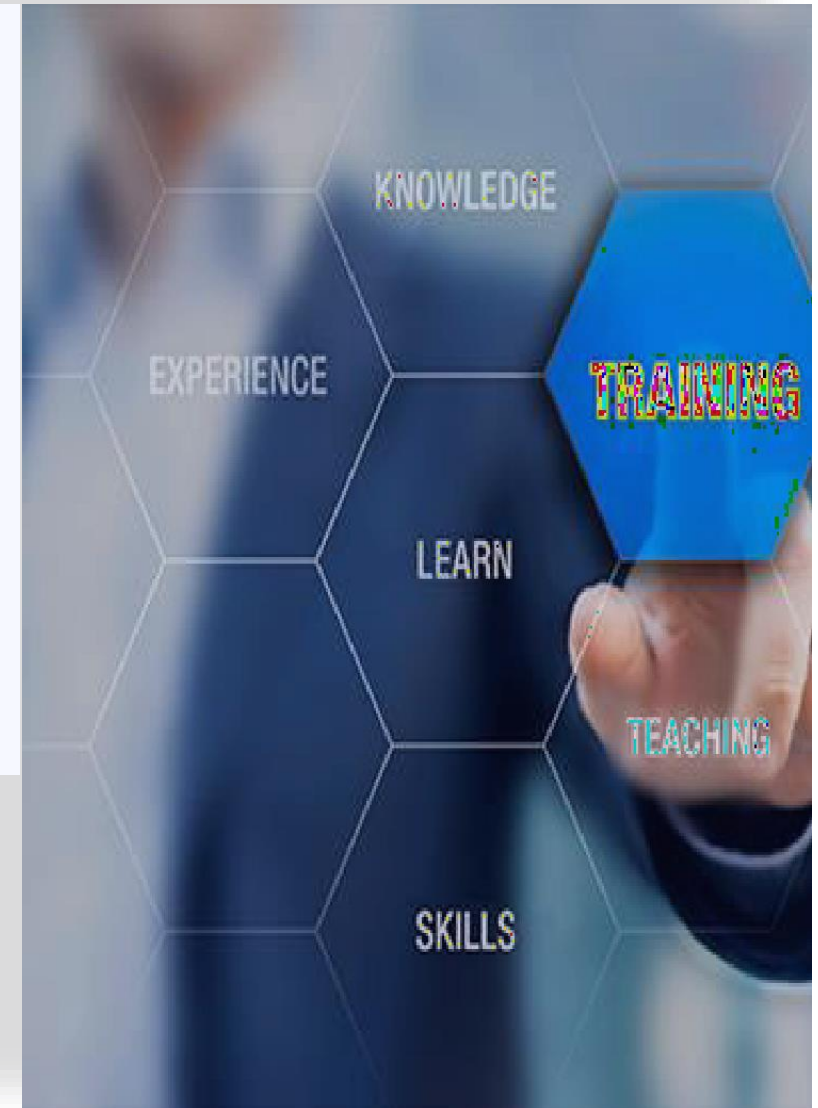# Certifying Official Annual Training Requirements

Training Cycle:

The training cycle runs from Oct 1 - Aug 31 of the following year

- Existing Certifying Officials have 11 months to meet their training requirements; their training window closes from Sept 1– Sept 30

- New Certifying Official training is continuous throughout the year

Only "Designated" Certifying Officials are required to complete the annual training. "Read Only" Certifying Officials are not required to complete the training because they are not authorized to submit enrollment certifications to VA.
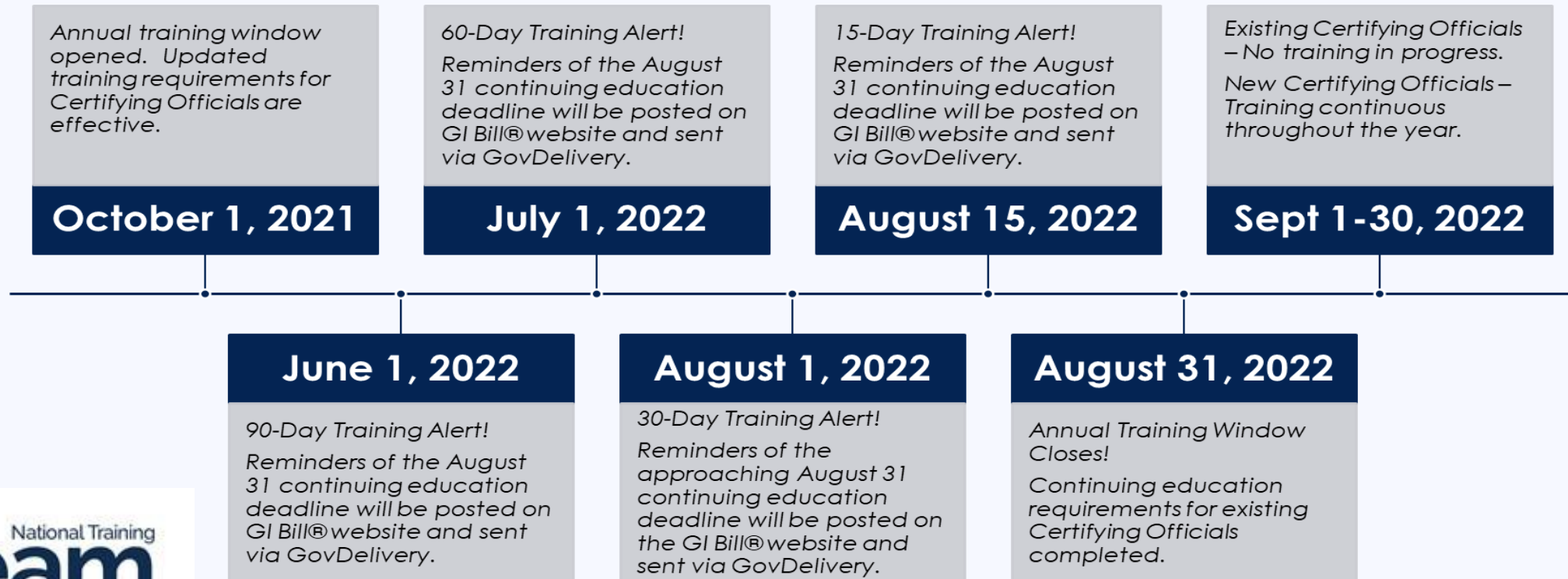
SCO Annual Training Requirements - Education and Training

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Certifying Official Annual Training Requirements

Important Dates

Failure to complete annual training requirements could result in VA removing access from VA-ONCE and/or SAA disapproval of programs

Annual training window opened. Updated training requirements for Certifying Officials are effective.

October 1, 2021

60-Day Training Alert!
Reminders of the August 31 continuing education deadline will be posted on GI Bill® website and sent via GovDelivery.

July 1, 2022

15-Day Training Alert!
Reminders of the August 31 continuing education deadline will be posted on GI Bill® website and sent via GovDelivery.

August 15, 2022

Existing Certifying Officials – No training in progress.
New Certifying Officials – Training continuous throughout the year.

Sept 1-30, 2022

June 1, 2022

90-Day Training Alert!
Reminders of the August 31 continuing education deadline will be posted on GI Bill® website and sent via GovDelivery.

August 1, 2022

30-Day Training Alert!
Reminders of the approaching August 31 continuing education deadline will be posted on the GI Bill® website and sent via GovDelivery.

August 31, 2022

Annual Training Window Closes!
Continuing education requirements for existing Certifying Officials completed.

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Certifying Official Annual Training Requirements, part 1.

Training Modalities

Asynchronous online training located in the training portal

- Mandatory training topics specific to facility type
- PowerPoint presentations from virtual training events

Synchronous training (virtual or in-person, instructor led) presented by or co-presented with a VA employee during:

- Online training events
- National or regional conferences
- Local workshops
- One-on-one training with the ELR of jurisdiction

Training Compliance

Compliance is determined by the number of modules completed

Certifying Official Annual Training Requirements, part 2.

New Certifying Officials

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

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Certifying Official Annual Training Requirements, part 3.

Existing Certifying Officials

- 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 for compliance

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

Certifying Official Annual Training Resources

National Training Mailbox: edutraining.vbaco@va.gov

- Certifying Official training portal access and use

- Certifying Official approved training credit and progress tracking

- Adobe Connect registration and access

VBA Support: support@VBATraining.org

- Certifying Official training portal functionality

**All webinars and training sessions are announced via GovDelivery
Be sure to register and update your information as needed**

GovDelivery Support can be found here

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Certifying Official Annual Training: Self-Certification

[SCO Training Self-Certification Step-by-Step - Education and Training (va.gov)](#)

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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 <u>not</u> 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

CERTIFYING OFFICAL RESOURCES

CERTIFYING OFFICIAL RESOURCE GUIDE	ELR	Certifying Official Hotline	SAA
Updating Certifying Officials; VA Form 22-8794	X		
Reporting student enrollments and related changes	X		
Access to VA-ONCE and related technical guidance	X		
85/15 reporting matters	X		
Clarification on WEAMS 1998 reports	X		
Status of Tuition & Fee or Yellow Ribbon payments		X	
Explanation of school debt creation for students		X	
Hardship cases		X	
Program revisions; new/suspended/cancelled programs			X
Updated catalogs and related publications			X
School address updates – including branch/extension			X
Changes in accreditation status			X
Change of ownership			X

Certifying Official Resources

Find **ELR** Contact Information <u>here.</u>

Find **SAA** Contact Information <u>here.</u>

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

DMC: Ask VA (AVA): School Inquires

- All school inquiries and disputes should be submitted using AVA https://ask.va.gov/

- Select "**Veterans Affairs-Debt**" as the category and "**A School Official**" as the topic
  - Selecting these options is critical to ensure routing to DMC

- Under "**My inquiry is**" select "**On behalf of a Veteran**"- this enables you to select School Certifying Official or Other (Business) under "**relationship to Veteran**"
  - Selecting on behalf of a Veteran and then a business relationship will ensure the inquiries show up in a business dashboard

- You must log in to receive a response that receives specific debt information

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Tell us about your question

Which category best describes your question? *
(*Required)*

Veteran Affairs - Debt   ✖ 🔍

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

A School Official   ✖ 🔍

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

Question ▾

My inquiry is: (*Required)

On behalf of a Veteran ▾

Are you currently an employee of the VA? *
○ No ○ Yes

Your relationship to the Veteran (*Required)

School Certifying Official ▾

DMC: Tips for Submissions via AVA

When submitting disputes and inquiries via AVA, please include:

- One inquiry per student

- Identifying information for the student

- School name and facility code

- Debt amount

- Supporting details (front and back of cashed check, when was updated certification sent, etc.)

CERTIFYING OFFICIAL RESOURCE LINKS

Office Hours Q&A	**VBA Education Office Hours Q&A**
School Certifying Official Handbook	**School Certifying Official Handbook**
GI Bill® Website – School Resource Page	**Resources For Schools	Veterans Affairs**
GI Bill® Website – Frequently Asked Questions (FAQs)	**Resources And Support	Veterans Affairs**
Office Hours Webinars	**Education Service Webinars and Training**
Ask VA (AVA)	**Home · Custom Portal (AVA)**
Certifying Official Training Portal	**School Certifying Official (SCO) Training**
VA-ONCE Quick Reference User Guide	**VA Once Quick Reference User Guide**
Debt Management Center (DMC)	**dmcedu.vbaspl@va.gov and 1-800-827-0648**
Work Study	**Home · Custom Portal (AVA)**
Veteran Readiness & Employment (VRE)(Chapter31)	**Veteran Readiness And Employment (VR&E)**
VRE Certifying Official Handbook	**VRE SCO Handbook**
85/15 FAQs	**85/15 Frequently Asked Questions**