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.
5 goals for today’s webinar:

• Provide guidance to School Certifying Officials
• Inform Educational Institutions on VA’s implementation of the President’s “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 [LINK]
Registered Apprenticeship Guidance

- Overview
- Responsibilities
- SAA Responsibilities
- Criteria Reviews and Training Agreements
- The Letter and How It Helps the Process
Apprenticeship Guidance: Overview

Public Law 111-377, Section 203
“...an apprenticeship program registered with the Office of Apprenticeship (OA) of the Employment Training Administration of the Department of Labor or a State apprenticeship agency recognized by the Office of Apprenticeship...”

- SAAs shall accept VA Form 22-8865, Employer's Application to Provide Job Training
- The National Association of State Approving Agency (NASAA) leadership agreed upon this guidance
  - This will be included in the SAA FY15 contract package - Schedule 2
Registered Apprenticeships: SAA Responsibilities

• SAAs are requested by contract to be the conduit for the required information necessary for WEAMS data entry of US DOL Registered Apprenticeship Training Programs.

• VA is requesting SAAs initiate a streamlined, simplified process.

• VA and DOL will mail an informational letter to the sponsors that have Veterans employed in the registered apprenticeship program.
Registered Apprenticeships: Criteria Reviews and Training Agreements

- US DOL or a State Apprenticeship Agency Council reviews apprenticeships for the approval criteria such as:
  - Prior credit granted
  - Misleading practices
  - Maintaining records
  - Standards of progress

- Registered Apprenticeship programs are deemed approved and SAAs would be duplicating work by re-approving these programs

- SAAs
  - Shall accept a US DOL/ or State Apprenticeship training agreement
  - Shall NOT request the employer do a new SAA training agreement, nor a VA form 22-8864, *Training Agreement For Apprenticeship and Other On-the-job Training Programs*
  - Shall NOT inspect the facility, equipment, etc.

- SAAs may do a site visit to a USDOL Registered employer site
  - For training purposes
  - To meeting with employers/employees.
Registered Apprenticeships: The Letter and How it Helps the Process

- Informs the sponsor that the program is considered qualified for approval for GI Bill education benefit purposes
- Encourages them to complete the enclosed forms
  - VA Form 22-8865, Employer’s Application to Provide Job Training
  - VA Form 22-8794, Designation of Certifying Official(s)
- Provides the contact information for all SAAs
- Advises the sponsor to provide the SAA with the 22-8865, the 22-8794 and the USDOL approved standards.
  - Approved training agreements will be a part of the standards package
  - SAAs are encouraged to review and accept the US DOL registered apprenticeship program within a 30 day time period and forward applicable information to the Education Liaison Representative (ELR)
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 a venue for matching contributions from schools and VA
  o 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
  o Pays the difference between in-state and out-of-state charges for public schools
  o Pays above the 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 may apply during open season
  - Open enrollment occurs each year from March 15th to May 15th
- Cover letter, agreement form, and FAQs on website
- Agreement forms 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 eligibility 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 a 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 Service members 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 VA education benefits
• All current VA education beneficiaries
Application Process

• A Veteran can connect with a VA counselor and receive personalized assistance by completing the application at:
  

• VA contacts the Veteran once the application is received to schedule a time to meet with a counselor.

• Veterans may call VA with additional questions or for help by calling 1-800-827-1000 (Hearing impaired may call 1-800-829-4833)
# Chapter 36: Application Review

## 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/OMBINVA.EPA.html#VA](http://www.whitehouse.gov/omb/library/OMBINVA.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](http://www.va.gov/vaforms)

## PART I - APPLICANT INFORMATION

<table>
<thead>
<tr>
<th>1A. NAME OF APPLICANT (FIRST-MIDDLE-LAST)</th>
<th>1B. SOCIAL SECURITY NUMBER OF APPLICANT</th>
<th>1C. VA FILE NUMBER (If known)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2A. SEX OF APPLICANT</th>
<th>2B. APPLICANT’S E-MAIL ADDRESS</th>
<th>2C. DATE OF BIRTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ MALE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ FEMALE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3A. RELATIONSHIP OF APPLICANT TO VETERAN</th>
<th>3B. APPLICANT’S TELEPHONE NUMBER (Including Area Code)</th>
<th>PRIMARY PHONE NUMBER (Where a message can be left)</th>
<th>OTHER PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ SELF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ SURVIVING SPOUSE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ CHILD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ SPOUSE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ STEPCHILD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ ADOPTED CHILD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**VETERANS BENEFITS ADMINISTRATION**
### Chapter 36: Application Review (cont’d)

**3C. Mailing Address of Applicant**
(Number and street or rural route, city or P.O., State and ZIP Code)

**4A. Are you a child, 14 years or older, spouse, or surviving spouse with a disability seeking special restorative training?**

- [ ] Yes
- [ ] No

**4B. Are you a child, spouse, or surviving spouse with a disability seeking special vocational training?**

- [ ] Yes
- [ ] No

**5. Have you received an information pamphlet explaining survivors’ and dependents’ educational assistance benefits?**

- [ ] Yes
- [ ] 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 (First-Middle-Last)**

- [ ]

**6B. Social Security Number**

- [ ]

**6C. VA File Number (If Known)**

- [ ]

**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.**

- [ ]
### Chapter 36: Application Review (cont’d)

#### PART III - SPECIAL INFORMATION CONCERNING APPLICANT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer Options</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. IF YOU ARE THE SPOUSE OF A DISABLED VETERAN, IS A DIVORCE OR ANNULMENT PENDING?</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>12A. IF YOU ARE THE SURVIVING SPOUSE OF A DECEASED VETERAN, HAVE YOU REMARRIED SINCE HIS OR HER DEATH?</td>
<td>Yes/No</td>
<td>12B. SURVIVING SPOUSE’S AGE AT TIME OF REMARRIAGE</td>
</tr>
<tr>
<td>13. HAVE YOU EVER APPLIED FOR ANY OF THE FOLLOWING VA BENEFITS? (Check applicable box(es))</td>
<td>Yes/No</td>
<td>A. VOCATIONAL REHABILITATION BENEFITS (Chapter 31)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. VETERANS’ EDUCATION ASSISTANCE BASED ON YOUR OWN SERVICE (Specify benefit)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C. DEPENDENTS’ EDUCATIONAL ASSISTANCE (Chapter 35)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D. SURVIVORS’ AND DEPENDENTS EDUCATIONAL ASSISTANCE (Complete Items 14A and 14B on reverse)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E. OTHER (Specify)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>F. NONE</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14A</td>
<td>NAME OF VETERAN ON WHOSE ACCOUNT YOU PREVIOUSLY CLAIMED BENEFITS</td>
</tr>
<tr>
<td>14B</td>
<td>VETERANS FILE NUMBER OR SOCIAL SECURITY NUMBER</td>
</tr>
</tbody>
</table>
Chapter 36: Application Review (cont’d)

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

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)*

<table>
<thead>
<tr>
<th>A. DATE ENTERED ACTIVE DUTY</th>
<th>B. DATE SEPARATED FROM ACTIVE DUTY</th>
<th>C. BRANCH OF SERVICE OR RESERVE OR GUARD COMPONENT</th>
<th>D. CHARACTER OF DISCHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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)*
## 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.

<table>
<thead>
<tr>
<th>18A. SIGNATURE OF APPLICANT <em>(Do NOT Print)</em></th>
<th>18B. DATE SIGNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIGN HERE IN INK</td>
<td></td>
</tr>
</tbody>
</table>

## PART VI - SIGNATURE OF PARENT, GUARDIAN, OR CUSTODIAN

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

<table>
<thead>
<tr>
<th>19A. NAME OF PARENT, GUARDIAN, OR CUSTODIAN <em>(Type or print)</em></th>
<th>19B. TELEPHONE NUMBER AND MAIL ADDRESS OF PARENT, GUARDIAN, OR CUSTODIAN <em>(Include Area Code)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20A. SIGNATURE OF *(Check one) <em>(DO NOT PRINT)</em></th>
<th>20B. DATE SIGNED</th>
<th>20C. DATE REFERRED TO VR &amp; E</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ PARENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ GUARDIAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ CUSTODIAN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SIGN HERE IN INK

<table>
<thead>
<tr>
<th>20A. SIGNATURE OF *(Check one) <em>(DO NOT PRINT)</em></th>
<th>20B. DATE SIGNED</th>
<th>20C. DATE REFERRED TO VR &amp; E</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ PARENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ GUARDIAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ CUSTODIAN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SIGN HERE IN INK
Veterans Retraining Assistance Program (VRAP) Update

- Program Changes
VRAP Update: Program Changes

- VA’s authority to issue payments under VRAP ended March 31, 2014
- Stopped accepting enrollment certifications on March 17, 2014
  - School Certifying Officials should continue to review enrollments and report changes as normal
- VA will issued lump-sum payments for terms extending beyond March 31st
- 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
  o 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

- 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

<table>
<thead>
<tr>
<th>Data Source</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Code</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>School Address</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Country</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Approval Status (POO)</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Program/Major*</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Yellow Ribbon Status</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Principles of Excellence</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>GI Bill Beneficiaries</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Vet Success Campus*</td>
<td>VA- TBD</td>
</tr>
<tr>
<td>8 Keys School*</td>
<td>VA- TBD</td>
</tr>
<tr>
<td>Vet Center on Campus*</td>
<td>VA- TBD</td>
</tr>
<tr>
<td>IPEDS #</td>
<td>VA-WEAMS</td>
</tr>
<tr>
<td>OPE #</td>
<td>VA- WEAMS</td>
</tr>
<tr>
<td>Graduation %</td>
<td>*ED- Shopping Sheet</td>
</tr>
<tr>
<td>Cohort Default %</td>
<td>ED-Shopping Sheet</td>
</tr>
<tr>
<td>Median Borrowing</td>
<td>ED-Shopping Sheet</td>
</tr>
<tr>
<td>Indicator Group</td>
<td>ED-Shopping Sheet</td>
</tr>
<tr>
<td>Salary *</td>
<td>ED-Shopping Sheet</td>
</tr>
</tbody>
</table>

*Data will be included in fully developed GI Bill Comparison Tool*
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: Top U.S. School Searches

<table>
<thead>
<tr>
<th>School</th>
<th>Data as of</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Public University</td>
<td>3/27/14</td>
</tr>
<tr>
<td>Harvard University</td>
<td></td>
</tr>
<tr>
<td>University of Texas at Austin</td>
<td>4/15/14</td>
</tr>
</tbody>
</table>

*Data as of: 3/27/14, 4/15/14*
Principles of Excellence Complaint System

• Overview
• Intent
• Management and Accessibility
• Inside View of System
• Complaint Processing
• 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:
  o VA’s handling of education benefits, not the institution or employer
  o Limitations imposed by law i.e. break pay
  o VA policies
  o VA claims processing
    ▪ Entitlement
    ▪ Eligibility
    ▪ Payments
    ▪ Debts

• These 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 ECSS’s) and SAA
Principles of Excellence Complaint System: Inside View of System

Postsecondary Education Complaint Intake

DD Form 27XX

Education Benefits Currently Using

Please check all that apply*

Military Tuition Assistance (Title 10)
- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status
- Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

GI Bill
- Post-9/11 (CH 33)
- Montgomery (MGIB: CH 30)
- Reserve Educational Assistance Program (REAP: CH 1607)
- Select Reserve (SR: CH 1606)
- Survivors & Dependents (DEA: CH 35)
- Voc Rehab (VR&E: CH 31)
- Veterans Retraining Assistance Program (VRAP)
- Tuition Assistance Top-Up

Other Non-Military Federal Financial Aid

Unsure

Describe Your Issue

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

- Recruiting/Marketing Practices
- Accreditation
- Financial Issues
- Student Loans
- Post-graduation Job Opportunities
- Change in degree plan/requirements
- Quality of Education
- Grade Policy
- Release of Transcripts
- Transfer of Credits
- Refund/Collection Issues
- Other

Providing optional data will assist in researching your complaint.
Principles of Excellence Complaint System: Inside View of System (cont’d)

Postsecondary Education Complaint Intake

DD Form 27XX

OMB No. 1234-5678 RCS: PECS1234

1. Education Benefits & Issue
2. Complaint
3. Institution/Employer
4. Complainant & Contact

Describe what happened so we can understand the issue. * (1000 max characters)

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

Providing optional data will assist in researching your complaint.
Principles of Excellence Complaint System: Inside View of System (cont’d)

Postsecondary Education Complaint Intake

DD Form 27XX

1 Education Benefits & Issue

2 Complaint

3 Institution/Employer

4 Complainant & Contact

DD Form 27XX

Institution/Employer Information

Name *

Search

Street 1

Street 2

City

State

--- Select ---

Zip

Country

--- Select ---

Level of Study

--- Select ---

Out-Of-Pocket Tuition

--- Select ---

Government Tuition Credit

--- Select ---

Providing optional data will assist in researching your complaint.
Principles of Excellence Complaint System: Inside View of System (cont’d)
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
  o Federal agencies
  o State agencies
  o 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 WEAMS so help us keep that information up to date and promptly notify ELR of changes
  o Approvals, suspensions, and withdrawals
  o 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 SAA’s

• 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:
  o Review the complaint
  o 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
As of April ##, 2014, **1,188 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

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-9/11 GI Bill</td>
<td>648</td>
</tr>
<tr>
<td>Veterans Retraining Assistance Program (VRAP)</td>
<td>341</td>
</tr>
<tr>
<td>Federal Financial Aid</td>
<td>120</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,109</td>
</tr>
</tbody>
</table>

### TOP ISSUES

<table>
<thead>
<tr>
<th>Issue</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Issues (e.g. Tuition / Fee charges)</td>
<td>605</td>
</tr>
<tr>
<td>Quality of Education</td>
<td>218</td>
</tr>
<tr>
<td>Refund Issues</td>
<td>168</td>
</tr>
<tr>
<td>Recruiting / Marketing Practices</td>
<td>144</td>
</tr>
<tr>
<td>Other</td>
<td>506</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,641</td>
</tr>
</tbody>
</table>

**Principles of Excellence Complaint System: Report of VA Complaint Data**
• 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

SVA

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
  o 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

- 788,915 records analyzed
- 0.09% margin of error
- Approximately 22% of Student Veteran Population

U.S. Department of Veterans Affairs
Million Records Project: The Nontraditional Student Veteran Experience

TIME TO COMPLETION

Associate Degree

69% completed in 6 years

29.0% 13.6% 10.0% 8.6% 7.8%

2YRS 3YRS 4YRS 5YRS 6YRS

Bachelor’s Degree

74.2% completed in 8 years

40.0% 10.5% 8.9% 7.7% 7.1%

4YRS 5YRS 6YRS 7YRS 8YRS

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

Homeland Security, Law Enforcement, Firefighting 9.7%  
Health 9.3%  
Liberal Arts 33.5%  
Engineering 7.6%  
Business 17.8%

ASSOCIATE DEGREES

Health 4.9%  
Business 26.2%  
Homeland Security, Law Enforcement, Firefighting 6.6%

BACHELOR'S DEGREES

Social Sciences 10.8%  
Computer Science 5.8%

Contacting SVA

• On the web at [www.studentveterans.org](http://www.studentveterans.org)
Keeping In Touch

• Email us at outreach@studverans.org (verify correct email address)
  @ studentvets
  Student Veterans of America
  Student Veterans of America
SVA Closing Remarks – Thank you!
Summary and Additional Resources
Summary

• We have explored Education Service topics as:
  o The GI Comparison Tool
  o Yellow Ribbon Program
  o VR&E’s Education and Counseling Program (Chapter 36)
  o Veterans Retraining Assistance Program (VRAP)
  o New GI Bill Complaint System
  o 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
  o To connect with a VA counselor and receive this personalized assistance

• Yellow Ribbon Program
  o 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_schools.asp
  o From http://www.benefits.va.gov/gibill/, Education and Training Home, then For School Administrators, School Resources, and YRP information

  o School Certifying Official Handbook:
Additional Resources (cont’d)

Submitting Complaints:

• VA’s Principles of Excellence Complaint System (PoECS)
  o [http://www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill)

• DoD’s Postsecondary Education Complaint System (PECS)

• Department of Education’s Federal Financial Aid:
  o [compliancecomplaints@ed.gov](mailto:compliancecomplaints@ed.gov)

Student Veterans of America (SVA):

• Online at [www.studentveterans.org](http://www.studentveterans.org)
Question & Answers

• Email 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!

U.S. Department of Veterans Affairs