

Before we begin...

- The webinar will start at **10 am** (eastern daylight time)
- Please make sure to:
 - Mute your phone
 - Turn off any webcams or microphones (if applicable)
- Audio can **ONLY** be accessed by calling 1-800-767-1750
 - Conference code: 51636
- Slides are attached to this meeting; upper right-hand side of the box look for a paperclip – click it to download the PowerPoint
 - The final version will be available in 1-2 weeks on our website under the **School Training Resources** page



VBA Education Service Quarterly Webinar

June 2, 2016

Veterans Benefits Administration

VA



U.S. Department
of Veterans Affairs

Agenda

- Guest Speaker – Consumer Financial Protection Bureau
- State of Education Service
- Back to School
 - Best Practices & Resources
 - Dual Certification (aka Zero Tuition and Fees)
 - National Maximums
 - Yellow Ribbon
- Trademark Enforcement
- Question & Answers

Housekeeping

- Participants may submit questions and feedback during the webinar. We want this to be beneficial for you.
- Answers to questions will be provided when a copy of the webinar is uploaded to www.benefits.va.gov/gibill
- To find the webinars, visit www.benefits.va.gov/gibill
 - Click on “For School Administrators”
 - Select “School Resources”
 - Select “Education Benefit Presentations” under the Certifications and Training header
- For any specific or situational questions you may have, please contact your ELR or call the School Certifying Official Hotline

FY 2011 – FY 2015 Trainees/Dollars Paid

Benefit	Education Programs	FY 11 Trainees Dollars Paid	FY 12 Trainees Dollars Paid	FY 13 Trainees Dollars Paid	FY 14 Trainees Dollars Paid	FY 15 Trainees Dollars Paid
Chapter 32	Veterans Educational Assistance Program (VEAP)	112 / \$1.3M	76 / \$682K	29 / \$496K	8 / \$359K	4 / \$35K
Chapter 35	Survivors' and Dependents' Educational Assistance Program (DEA)	90,657 / \$463M	87,707 / \$455M	89,160 / \$483M	90,789 / \$514M	91,755 / \$493.2M
Chapter 1607	Reserve Educational Assistance Program (REAP)	27,302 / \$95M	19,774 / \$77M	17,297 / \$70M	13,784 / \$56M	9,965 / \$40.5M
Total		923,836 / \$9.8B	945,052 / \$10.1B	1,091,044 / \$12.1B	1,088,411 / \$12.4B	1,016,664 / \$12.3B
Note: Dollars may not add due to rounding						

As of May 10, 2016, VA issued \$63 billion in Post-9/11 GI Bill benefit payments to 1,577,361 individuals since program inception (August 2009).

Claims Processing Highlights

Claims Inventory	FY13	FY14	FY15	FYTD through March 2016
Claims Processed	4.5M	4.3M	4.2M	2.1M
Original Claims Timeliness (Average Days to Complete)	26.2	16.7	18.4	18
Supplemental Claims Timeliness (Average Days to Complete)	9.7	5.9	7.0	7.2
Payment Accuracy	98.7%	98.7%	99.4%	99.2%

Claims Processed		
	Original	Supplemental
January 2016	25,383	357,524
February 2016	27,112	349,936
March 2016	32,196	289,227

*Data represents all EDU claims

Long Term Solution (chapter 33 only) – Supplemental Automation Summary

Automation Summary	FY13	FY14	FY15	FYTD 2016
Total Claims Automated	2,325,037	2,573,279	2,554,493	1,435,970
Claims Fully Automated	1,236,210 / 44.2%	1,524,570 / 50.3%	1,562,828 / 52.1%	759,844 / 47.2%
Claims Partially Automated	1,088,827 / 38.9%	1,048,709 / 34.6%	991,665 / 33%	676,126 / 38.1%
*Total Claims Manually Processed	471,736	458,052	446,089	225,905

*Excludes paper claims

Compliance Activity

FY15 Survey Data

VA Completed	2,352
SAA Completed	2,983
Total Surveys Completed FY 2015	5,335

FY16 guidance includes:

- Continue to use SECVA's authority to waive the requirement for an annual compliance survey based on an institution's demonstrated record of compliance
- Emphasize for-profit and non-accredited schools
- Revisit public institutions of higher learning with flight programs
- Visit all newly approved institutions

Back to School!



Best Practices

- Transparency with GI Bill users is crucial
- 2015 Fall Semester enrollments took longer than normal compared to prior years
 - Many GI Bill users have found their way to the GI Bill Facebook page to vocalize frustration or issues they are having with their claim
 - That also expands to their experience with schools
 - We want schools, students, and VA employees to be prepared for the fall rush
- News of bad customer service reaches more than **twice as many** ears as praise for a good service experience
 - Source: White House Office of Consumer Affairs; <http://www.bbb.org/phoenix/news-events/business-tips/2014/09/negative-reviews-a-golden-opportunity-for-business/>

Best Practices (cont.)

- Common themes include:
 - Delayed submission of enrollment to VA
 - Requiring a new or updated Certificate of Eligibility before submitting enrollment
 - Inability to reach School Certifying Official
- To help mediate this we encourage open and honest communication with your GI Bill beneficiaries
 - Provide them with information/resources as appropriate

Resources

- Revised School Certifying Official Handbook was published in September 2015
 - Further revisions are in progress in advance of the fall semester.
- School Certifying Official Hotline
 - Direct line of communication with VA for inquiries on student issues
 - For tuition payment issues where you are waiting for VA to release the funds, please contact us using the SCO Hotline rather than the student
 - Education Case Managers who have the expertise to answer and resolve most SCO questions work between 7:00am to 5:00pm (CST) Monday through Friday
 - **Contact your ELR for the number**
- School Training Resources on GI Bill Website
 - Includes VA ONCE training, online training, handbook, links to webinars, etc.
 - http://www.benefits.va.gov/gibill/school_training_resources.asp

Dual Certification

- Schools are obligated to submit student's enrollment "without delay"
 - In the SCO handbook (page 44) this is expressed as, "Schools are requested to submit certifications as early as possible in order to ensure that students receive their benefit payments in a timely manner, but must be submitted 30 days of the beginning of the term."
- An effective way to minimize student debts and adjustments that are confusing to students is for schools to submit an enrollment certification with \$0.00 (as if they were unknown), and then follow-up after the drop add period or term's conclusion with the actual enrollment information and tuition and fees. This best practice is called "dual certification."
- Dual certification is the process by which a school may certify an enrollment and fill out the term dates, credit hours, and other pertinent information (claimant's SSN, address, school facility code etc.).

Dual Certification

- SCOs are encouraged to leave the tuition and fee field blank with \$0 being reported. After the drop/add period or another specified time by the school, the SCO may send another enrollment certification (VA Form 22-1999) or an amended enrollment certification (AM 22-1999) with tuition and fees on the 2nd enrollment.
- **This process is highly encouraged** but is not mandatory
- The benefits of dual certifications are two-fold:
 - It allows the school to certify an enrollment in a timely manner while ensuring that the student receives housing allowance, books and supplies stipend, and;
 - It allows for a more precise report from the schools when they certify tuition and fees and ***prevents overpayments***.
- In addition, schools also get an accurate picture of how many credits a student pursued during a term, quarter, or semester and have the ability to track what an individual student owes.

'16-'17 National Maximum

- The 2016-2017 National Maximum Rates for Post-9/11 GI Bill were posted to the GI Bill website
 - Up to **\$21,970.46** per academic year National Maximum

Yellow Ribbon

- 2016 – 2017 Yellow Ribbon updates will be posted on the GI Bill website in June
 - If you have not yet sent in your updates, please submit them *as soon as possible*
 - If you see any errors/discrepancies, please send an email to yellow.ribbon@va.gov
 - Updates will be included in the Comparison Tool by August 1

Trademark Enforcement



GI Bill® Trademark

- In 2012, Executive Order 13607 required VA to trademark GI Bill and any military and veteran-related terms.
- In the same year, a group of State's Attorneys General led an effort to sue a company that owned the website "GIBill.com," a website they found misled Veterans looking for information about their education benefits. The website was funneling visitors to specific schools.
- To continue this effort to protect Veterans from deceptive recruiting practices, VA trademarked the term "GI Bill" to enable us to pursue any potentially bad actors feigning association with VA and the GI Bill.

Authorized Use

Third-party use of the trademark is restricted to the education and training institutions eligible to receive VA education benefits.

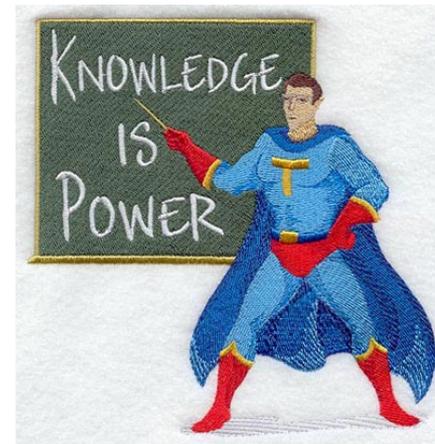


How You Can Help

- Make sure your school uses the trademark according to the Terms of Use on our website.
- The trademark symbol “®” should be placed at the upper right corner of the trademarked phrase in the most prominent place at first usage
- “GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>.”

Why It's Important

You can help us raise awareness about the trademark and the protections it provides by using it correctly.



Questions & Answers



Question & Answer

Question: : My campus is charging an excess credit fee. Is this something all schools are doing? Or is there an exception for Veterans using GI Bill or Vocational Rehabilitation and Employment (VR&E) benefits?

Answer: Some states have implemented policies to reduce the number of excess credit hours earned by undergraduate students by limiting state support for those hours. This may include an excess credit hour surcharge.

Vocational Rehabilitation and Employment (VR&E) may only pay for fees that are necessary for a Veteran's rehabilitation plan of services. In some situations, there may be justification for approval of excess credit fees. In accordance with M28R, Part V, Section B, Chapter 2.05, Facility Payments, if the approved facility has a catalog or published fee schedule and meets the requirements of VA Acquisition Regulation (VAAR), the statement of charges may not exceed those charges non-Veterans pay or that are published in the school catalog or other published document.

Because the excess credit surcharge policies may vary among facilities and states, it is not possible to provide a global response to this inquiry.

Contact Us

Website: www.benefits.va.gov/gibill

Facebook: www.facebook.com/gibilleducation

