New Certifying Officials
Nothing but the Basics
(2 Years or Less)
The GI Bill® benefits can pay for:

- Degrees at Approved Schools.
- Non-College Certificates or Diplomas.
- Apprenticeships and On-the-Job Training Programs.
- Correspondence Courses.
- Flight School Training.
- Cost of License or Certification Test.
- National Exams such as GRE, SAT, LSAT, CLEP, AP, and GMAT.

Note: All programs must be approved for VA education benefits.
Education Benefit Programs

Benefits for Veterans
- Chapter 30
- Chapter 33
- Chapter 1606
- Chapter 1607

Benefits for Dependents
- Chapter 35
- Chapter 33 TOE
- Fry Scholarship
Chapter 30
Montgomery GI Bill®—Active Duty

– Must first enter on active duty after June 30, 1985.

– If obligated period of service is less than 3 years, then the serviceperson must serve 24 continuous months. If enlisted for 3 years or more, the serviceperson must serve at least 36 months (exceptions apply).

– Must have a qualifying period of honorable service.

– Must not have declined GI Bill® in writing at initial entry. If individual signs up for benefit, service branch will deduct $1,200 from service pay.

(page 37 of SCO Handbook)
Chapter 35
Dependents Education Assistance

Available to the spouse, surviving spouse, or dependent child of a veteran who:

• Is 100% permanently and totally disabled as a result of a service connected disability.

• Died while rated as 100% permanently and totally disabled as a result of a service connected injury.

• Died as a result of a service connected injury while on active duty.

• Was held as a POW or was MIA for 90 days or more. This is determined by the Secretary of Defense and benefits end when the status ends.

(page 38 of SCO Handbook)
Chapter 35
Dependents’ Educational Assistance

• Claimants who first begin attending a program of education using Chapter 35 entitlement before August 1, 2018; receive an aggregate period of up to 45 months (or to the equivalent thereof in part-time training).

• Claimants who first begin attending a program of education using Chapter 35 entitlement on or after August 1, 2018, receive an aggregate period of up to 36 months (or to the equivalent thereof in part-time training).

• Receive 5 additional months of benefits for high school, remedial, refresher or deficiency training.
Chapter 35
Dependents’ Educational Assistance

• Spouses have 10 years from the date of veteran’s death or 100% P&T rating to use benefits.

• Surviving spouses of veterans killed on active duty have 20 years to use benefits.

• Children generally have from the age of 18 to 26 to use their benefits.
Chapter 1606
Montgomery GI Bill®—Selected Reserve

• The reservist must have an obligation to serve for a period of not less than 6 years after June 30, 1985.
• Has a high school diploma or equivalent.
• Completed Initial Active Duty Training (IADT).
• Member must be participating satisfactorily.
• Reservists may be eligible for an incentive kicker at service department’s discretion.
• Reserve components decide who is eligible.
• Generally, the benefit ends day of separation.

(page 39 of SCO Handbook)
Chapter 1607
Reserve Education Assistance Program

• A member of the ready reserve must have served on active duty on or after September 11, 2001, in support of a contingency (federal) operation for 90 consecutive days or more.

• Amount of monthly rate is dependent on how long member was active and can either be 40%, 60% or 80% of CH30 monthly rate.


• Due to Congressional mandate, VA can only grant REAP eligibility to those enrolled in school on November 24, 2015, or during their school’s last term, quarter, or semester ending prior to that date.

(page 39 of SCO Handbook)
How Payments Are Made
Chapters 30, 35, 1606, 1607 Monthly Rates

- A Benefit Payment is paid **to the student** monthly.
- The payment is made to the student for the number of days the student is certified for the month.
  - If a student is certified for a whole month, the full monthly benefit is paid.
  - If the student is only certified for part of the month, then the benefit is prorated based on a 30-day month.
## Education Programs Monthly Rates
### Chapters 30, 35, 1606, 1607

### Chapter 30 (Basic Rates)

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<thead>
<tr>
<th></th>
<th>3 years or more service</th>
<th>Less than 3 years of service</th>
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</thead>
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<td>Starting 10/01/2017</td>
<td>$1,928.00</td>
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### Chapter 35

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<th>1/4 time</th>
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### Chapter 1606

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### Chapter 1607 (REAP)

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<tr>
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<tr>
<td>2 years +</td>
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Benefit Payments

Payments for Chapters 30, 33, 35, 1606, and 1607 are paid in arrears!!!

Example: A student will receive payment for the month of July at the beginning of August.
Training Time
Chapters 30, 35, 1606 & 1607

VA benefits are paid based on training time.

- For undergraduates in a standard quarter or semester, VA measures training time as follows:
  - 12 credits is full-time
  - 9-11 credits is 3/4-time
  - 6-8 credits is 1/2-time
  - 4-5 credits is less than 1/2-time
  - 1-3 credits is 1/4-time or less

- For graduates, VA benefits are paid based on the training time certified by the school.
VA benefits are paid based on training time.

Clock hour training time is measured as follows:

<table>
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<tr>
<th>18 Clock Hours</th>
<th>22 Clock Hours</th>
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<tr>
<td><strong>Theory Predominates:</strong></td>
<td><strong>Shop/Practice Predominates:</strong></td>
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<tr>
<td>18 hours or more = full-time</td>
<td>22 hours or more = full-time</td>
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<tr>
<td>13-17 hours = 3/4-time</td>
<td>16-21 hours = 3/4-time</td>
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<tr>
<td>9-12 hours = 1/2-time</td>
<td>11-15 hours = 1/2-time</td>
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<tr>
<td>5-8 hours = less than 1/2-time</td>
<td>6-10 hours = less than 1/2-time</td>
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<tr>
<td>1-4 hours = 1/4-time or less</td>
<td>1-5 hours = 1/4-time or less</td>
</tr>
</tbody>
</table>
Chapter 33
Post 9/11 GI Bill® Eligibility Requirements

• Individuals who have served on active duty after September 10, 2001, that meet the following requirements are potentially eligible for the Post-9/11 GI Bill:
  – Served a minimum of 90 aggregate days.
  – Served a period of at least 30 days and received a disability discharge.

• Note – Individuals are eligible while on active duty after serving a period of 90 days.

(pages 28-36 of SCO Handbook)
% of Max. Benefit Payable  -  Service Requirements*

- 100%: At least 36 months
- 90%: At least 30 months, but less than 36 months
- 80%: At least 24 months, but less than 30 months
- 70%: At least 18 months, but less than 24 months
- 60%: At least 12 months, but less than 18 months
- 50%: At least 06 months, but less than 12 months
- 40%: At least 90 days, but less than 06 months

*(Aggregate active duty after 9/10/01)
Chapter 33
Transfer of Entitlement (TOE) Program

- An individual approved by Department of Defense to transfer unused entitlement under the Post-9/11 GI Bill may transfer the individual’s entitlement to:
  - Any combination of spouse and dependents.

- A family member must be enrolled in the Defense Eligibility Enrollment Reporting System (DEERS) and be eligible for benefits, at the time of transfer to receive transferred educational benefits.

- For complete information on TOE log onto www.gibill.va.gov

(page 34 of SCO Handbook)
The Marine Gunnery Sergeant John David Fry Scholarship

- Children and spouses of Servicemembers who died in the line of duty while on active duty after September 10, 2001.
- Eligible for up to 36 months under the Post-9/11 GI Bill® at the 100% benefit level.

(page 35 of SCO Handbook)
How Payments Are Made

Chapter 33

- Tuition & fees are paid directly to the school.
- A Housing Allowance is paid to the student monthly.
- A Books & Supplies Stipend is paid directly to the student at the beginning of the term.
- Yellow Ribbon payments are paid directly to the school.
The amounts for tuition and fees paid to the school are as follows:

- **U.S. Public Schools:** The *actual net cost* for in-state tuition and fees after the application of any waiver, scholarship, aid, or assistance [other than loans and funds provided under section 401(b) of the Higher Education Act of 1965].

- **Private, Non-College and Foreign Schools:** The lesser of the *actual net cost* for tuition and fees after the application of any waiver, scholarship, aid, or assistance [other than loans and funds provided under section 401(b) of the Higher Education Act of 1965], or $22,805.34 for the academic year beginning on August 1, 2017.

- The amount of the yearly cap will be adjusted each year based upon a Cost Of Living Allowance (COLA) and is subject to proration based upon benefit level. Effective 08/01/2018 it will be $23,671.94.
Chapter 33 –
Tuition & Fees (continued)

Fees are mandatory charges (other than tuition, room and board) applied by the school for pursuit of an approved program of education. Fees include, but are not limited to, health premiums, freshman fees, graduation fees, and lab fees.

Fees are defined in the school’s catalog or supplement and listed on the school’s billing statement or invoice.
Examples of fees that are not allowed include, but are not limited to:

- Penalty fees (e.g., late registration, late course changes, returned checks, repeat course fees).
- Add/drop course fees.
- Parking fees that are not required for every student.
- Fees for any food or lodging expenses, meal ticket fees.
- Overload fees for course loads that require special permission.
- Transportation/transit system fees that are not required of every Student.
- Application for admission fees.
Chapter 33
Tuition and Fees Payments

The Post-9/11 GI Bill pays tuition and fees on behalf of the student in the following ways:

• VA pays via electronic deposit ACH clearinghouse or hard copy check to the school.

• Yellow Ribbon payment separate.
Chapter 33
Tuition and Fees Example

Both examples are for Veteran student:

**IHL example:**
Benefit Level: 70%
Tuition & fees charged: $12,000
Number of hours enrolled: 12 credit hours  \( \text{FT} = 12 \)

**NCD example:**
Benefit Level: 60%
Tuition & fees charged: $15,500
Number of hours enrolled: 22 clock hours  \( \text{FT} = 22 \)

What will the school receive for Tuition and Fees?

70% of $12,000 = $8,400.00  
60% of $15,500 = $9,300.00
Chapter 33

Yellow Ribbon (YR)

- IHL institutions within the US may voluntarily enter into an agreement with VA to fund tuition and fee costs that exceed either the annual maximum cap for private institution or the resident tuition and fees for a public institution.

- The institution can contribute up to 50 percent of those expenses and VA will match the same amount as the institution.

- Only individuals (including transferees) eligible at the 100% benefit level may receive this funding. Effective August 1, 2018, Fry Scholarship and Purple Heart recipients will be covered under the YR. Effective August 1, 2020, certain active duty servicemembers will be eligible to receive YR.
Chapter 33
Monthly Housing Allowance

• The amount payable for the Monthly Housing Allowance for any academic year (beginning on August 1) will be based upon the BAH rates effective on January 1 of that year.

• This means that housing rates for Post-9/11 GI Bill awards will change effective August 1 of each year, and not on January 1.
• Must attend more than half-time.

• Prorated by rate of pursuit rounded to nearest tenth.

• Distance learners (e.g., online students) receive ½ the national average monthly housing.

• Active duty Servicemembers are not eligible.
Chapter 33
Monthly Housing Allowance (continued)

• Effective August 1, 2018, Section 107 of the Colmery Act requires VA to make monthly housing payments based on the location where a student takes the majority of classes rather than the school’s main campus location.

• **IF YOUR STUDENT** physically attends **all** courses at the actual campus location of the facility code shown on the Enrollment Certification being submitted:

  **THEN:** You may submit that student’s certification.
Chapter 33
Rate of Pursuit

The following is an important definition to know when learning about the Post-9/11 GI Bill®:

**Rate of Pursuit:** Applies specifically to Ch.33 and differs from training time, which is used for all other Chapters. VA will calculate the rate of pursuit by dividing the number of credit hours or equivalents being pursued by the number of credit considered to be full time. The resulting percentage is the student’s rate of pursuit.

**Examples:** If full-time is 12 credits, then rate of pursuit for:

- 6 credits (or credit equivalents) is 50% \( \frac{6}{12} = 50\% \)
- 7 credits (or credit equivalents) is 58% \( \frac{7}{12} = 58\% \) rounded up to 60%

If the ROP is 54% - will be rounded down to 50%
Individuals only enrolled in distance learning courses are eligible for a monthly housing allowance equal to 50% of the national average of all Basic Allowances for Housing.

Rates are multiplied by the rate of pursuit rounded to the nearest multiple of 10.

A full time rate for an individual eligible at the 100% eligibility tier has been $840.50 since August 1, 2017.
Chapter 33
Books and Supplies Stipend

Up to $1,000 per academic year (multiplied by percentage of benefit awarded)

- $41.67 per credit hour.
- Up to 24 credit hours in a single academic year.
- Lump sum payment for IHL schools (each quarter, semester, or term attended) paid directly to the individual.
- Monthly payment of $83 for NCD only schools, prorated for partial month.
- Prorated based on benefit level.
Tuition Assistance

• Authorized for classes for which a participant is also receiving Ch30 or Ch33.

• **Ch 33 Recipients:** Active Duty, National Guard, and Reserve Servicemembers may receive Ch 33 benefits for the same courses for which they receive TA from the military.

• **Ch 33 Recipients:** Schools must deduct TA benefits from the net tuition and fees submitted to VA, and Ch 33 is used to pay toward the remaining out-of-pocket costs.
Tuition Assistance (continued)

- **Ch30 Recipients**: Active Duty Servicemembers and National Guard and Reserve AGRs may not receive standard Ch 30 benefits for the same courses for which they receive TA.
- **Ch30 and “Top-up”**: Individuals on active duty, eligible for Ch 30 and approved for TA are eligible for Top-up.
- **Top-up**: Allows VA to pay the difference between what TA pays and the cost of the course.
- **Ch30 Recipients**: Only report the remaining “out-of-pocket” charges for tuition and fees, or a lesser amount if desired by the Servicemember.
Incentive Kickers & Buy Up Program

- A veteran may also be entitled to an incentive “kicker” which is payable at the service department’s discretion.
- An amount added to basic monthly rate.
- Service department will determine the total payable and will notify the VA.
- Ch 1607 and Ch 30 individuals may also contribute an additional $600 while on active duty. This contribution will add an additional $150 to their full time monthly rate for up to 36 months.
- Kickers and Buy-up money is not added to the pay for active duty or less-than-1/2 time students. They receive a pay rate to cover only tuition & fees.
Delimiting Dates

- **Chapter 33** – A new law removes the time limitation for the use of Post-9/11 GI Bill benefits for individuals whose last discharge or release from active duty is on or after January 1, 2013, children of deceased Servicemembers who first become entitled to Post-9/11 GI Bill program benefits on or after January 1, 2013, and all Fry spouses. Otherwise veterans have 15 years from their date of discharge.

- **Chapter 30** - Eligible veterans have **10 years** from their date of discharge.

- **Chapter 35 child** - Generally have **8 years** from the date she/he is found eligible, if found eligible between ages 18-26.

- **Chapter 35 spouse** - Generally **10 years** from date of veteran’s service-connected death, or date VA determined service-connected disability is permanent and total, whichever is later. Some spouses may have 20 years if death occurred while on active duty.
Delimiting Dates (continued)

- **Ch 1606** – Do not have a delimiting date for active reservists who are satisfactorily training with a Ready Reserve unit.
- **Ch 1607** – Veterans who were attending an educational institution on November 24, 2015, or during the last semester, quarter, or term ending prior to that date, are eligible to continue to receive REAP benefits until November 25, 2019.

Veterans who previously applied for REAP but were not attending an educational institution on November 24, 2015, or during the last semester, quarter, or term ending prior to that date are no longer eligible to receive REAP benefits.

If the student is unsure, have them call the VA.
Applications & Certification Forms

Students submit to VA:

- **22-1990** - Application for VA Education Benefits.
- **22-1990E** - Application for Transfer of Eligibility Benefits.
- **22-5490** - Application for Survivors’ and Dependents’ Education Assistance (CH35).
- **22-1995** - Request For Change Of Program Or Place Of Training.
- **22-5495** - Request for Change of Program or Place of Training Survivors’ and Dependents’ Education Assistance (CH35).

Certifying Officials submit to VA:

- **22-1999** - Enrollment Certification.
- **22-1999b** - Notice of Change in Student Status.
Certificate of Eligibility

- Once VA receives an application for education benefits, and eligibility is granted, the RPO will mail a Certificate of Eligibility to the student.
- Certificate will identify the educational benefit, the amount of entitlement, the delimiting date, and other important information.
- Requests for copies of student eligibility documentation must be made in writing.
Post-9/11, MGIB, MGIB-SR, REAP & DEA Entitlement Information

• Eligible students can receive up to 36 months of full-time benefits under one program.

• Students eligible under 2+ benefits may have up to 48 months of combined entitlement with use of multiple benefits.

Exceptions

If a veteran elects the Post-9/11 GI Bill® and still has eligibility under MGIB, they will receive the amount of entitlement remaining under MGIB.

DEA - receives 36 months of regular benefits plus an additional 5 months of remedial training benefits until August 1, 2018.
Comparison

Each individual’s circumstances are unique and their benefits should be assessed on a case by case basis.

**Remember:** Benefit elections of one benefit rather than another are irrevocable.

Do NOT counsel your students. Refer them to the VA website or to the Education Call Center for assistance.
School Officials Handbook

- Provides step-by-step process for certifying to VA, and information about VA education programs, benefit payments, policies and procedures, and other useful information.

- Updated frequently with relevant information. (Edition 5.3 was last updated on 01/16/18).

- Can be downloaded from the GI Bill® website.

https://www.benefits.va.gov/gibill/school_training_resources.asp
If a Student Has Questions About VA Benefits and Eligibility, You Should:

Refer the student to the toll-free VA Education Phone number: 1.888.442.4551 (1.888.GI Bill1)

or

Have them log on to www.benefits.va.gov

NOTE: Certifying officials should not try to determine basic eligibility. The benefit programs change so it is best to refer the student directly to the VA if they have questions about eligibility.
Who Do Certifying Officials Contact?

VA Certifying Officials who have questions regarding payment issues or status of a claim can call:

**School Hotline number:** 1-855-225-1159

You can also use your Frequently Asked Questions Account located on the [www.benefits.va.gov](http://www.benefits.va.gov) website to correspond with the VA Regional Processing Office (RPO). This is a safe and secure way to correspond with the VA. See page 15 of SCO Handbook for instructions on how to set up an account if you do not already have one.
What Issues Can I Get Help With?

Call the toll-free line for:
- Hardship cases.
- Status of claim questions.
- Questions on individual student payment issues.

Call your ELR for:
- Approval issues (State Approving Agency).
- Certification questions.
- VA-ONCE technical questions.
- Questions on Advisories.
Responsibilities

- Student
- School Certifying Officials
Student Responsibilities

• Application
  ✓ Veteran: VA Form 22-1990 or 22-1995.
  ✓ Chapter 35/Fry: VA Form 22-5490 or 22-5495.
  ✓ TOE: VA Form 22-1990E.
  [https://benefits.va.gov/benefits/](https://benefits.va.gov/benefits/)

• Monthly Certification (Ch 30, 1606, 1607 & 35 NCD).
  1.888.442.4551 (1.888.GI Bill1)
School Responsibilities

- Know what is approved for your school (WEAMS).
- Certification of Enrollment.
- Report Changes.
- Track Progress.
- Evaluate Prior Education/Military Training.
- Maintain Records.
Name: COLLEGE OF WESTERN IDAHO
Address 1: PO BOX 3010
Address 2: 6056 BIRCH LN
Address 3:
City/State/Zip: NAMPA, ID 83687
County:
Foreign Postal Code:
State/Province:
Country: USA
Mil. Post Office:
Mil. Address:
Phone: Type Number
Daytime (208) 562-3211
E-Mail: DALLASHULSEY@CWIDAHOC.CC
Facility Code: 14992912
Status: Approved on 01/20/2009
Revision Date: 08/21/2017
App Law: 3 - Approved For All
Branch Location: Y
35% Waiver: Y
Advanced Payments: N
VA Checks To: N
IHL Exempt: N
Catalog: Catalog Years
2017-2018
<p>| <strong>Full Time</strong> | 12 |
| <strong>Undergraduate:</strong> | |
| <strong>Enrollment Limit:</strong> | |
| <strong>Distance Learning:</strong> | Y |
| <strong>Remedial Training:</strong> | Y |
| <strong>Air Agency Cert. Date:</strong> | |
| <strong>Reporting Fee Bar:</strong> | Eligible |
| <strong>National Approval:</strong> | N |
| <strong>Federal Approval:</strong> | N |
| <strong>Independent Study:</strong> | N |
| <strong>ELR:</strong> | |
| <strong>Remarks:</strong> | 4/20/18: Priority Enrollment established; VAONCE MOU EFF 033109. SEE ELR FOR APPRD OFFSITE LOCS; APP 2009-10 CAT EFF 070110. APP 11-12 CAT, ACD CAL, ADD-ADD PROGS, EFF 082211. Per ELR: ALL SPRING TERMS&quot;term end&quot; in cat cal apprved LDOT. APP 13-14 CAT, ACA, T/F &amp; ADD EFF 020614; APP 14-15 CAT, ACA, T/F EFF 070114; UPD SCO EFF 020416; UPD SCO EFF 060716; UPD SCO EFF 011217; APP 16-17 CAL &amp; 3 PRGS EFF 082216; UPD SCO EFF 082517; UPD SCO; APP 17-18 CAT EFF 082117; |</p>
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</tbody>
</table>
What Do You Need to Start?

 ✓ School catalog and addendums:
   • Tuition and fee schedules, mandatory fees & tuition-specific waivers/scholarships and academic calendars.
   • Graduate or Advanced Professional Training time.
 ✓ School’s copy of WEAMS (1998) reflecting approved programs.
 ✓ Student’s application for admission and enrollment agreement form.
 ✓ Degree plan checklists or degree program audit report.
 ✓ Registration and/or class schedule for the student.
 ✓ Copy of current unofficial transcript.
 ✓ Current financial accounts statement.
 ✓ Transfer evaluation data form(s) showing student’s prior schools’ and military credits evaluated and awarded.
Program of Education

A combination of subjects or unit courses pursued at an educational institution. The combination is generally accepted as necessary to meet the requirements for a predetermined educational, professional or vocational objective.

(M22-4, Part III, Chapter 6, 6.02a)
Title 38 CFR 21.7020(b)(23), 21.5021(q)m 21.3021(h), 21.7520(b)(17)
Program Name

- The Program of Education certified must be a program offered by your school and approved for VA benefits.
- Name reflected in school’s catalog.
- Reported as stated in your SAA approval.
- Undeclared Major.
- Non-matriculated Students.
- Guest Student.
Prior Credit Evaluation

- Schools are required to grant VA beneficiaries appropriate credit for prior education and training, shorten courses proportionately, and notify the student. This is found in Title 38, Code of Federal Regulations, Sections 21.4253(d)(3) and 21.4254 (c)(4). This includes military training and life experiences.

- Whenever a student initially enrolls in your school or changes programs at your school a credit evaluation must be completed.
A course may not be certified if the veteran or person is already qualified, by reason of previous education or training, for the educational, professional, or vocational objective for which the program of education is offered.

(38 USCS § 3471(4))
Certifying Credit

Course Applicability

Only courses that satisfy requirements outlined by the curriculum guide or graduation evaluation form can be certified for VA purposes.

If a student takes a course that does not fulfill a program requirement, it cannot be certified for VA purposes.

(page 48 of SCO Handbook)
Certifying Credit
Remedial & Deficiency Courses

Non-Credit Remedial Deficiency courses designed to correct deficiencies in basic mathematics, English & reading at the elementary or secondary level may be certified as part of an approved program, but only for students for whom a verifiable need has been established.

- Keep test result/documents in student’s file to support need.
- Remedial courses cannot be certified if they are on-line or hybrid courses.

(page 49 of SCO Handbook)
Hybrid courses are courses that are resident and distance at the same time. A SCO may report Hybrid Courses as all resident as long as it meets the requirements for resident training. If it does not meet the requirements for resident training then they must certify the course as all distance learning.

Undergraduate Resident Training:

- In-residence training for undergraduate students consists of regularly scheduled standard class sessions (at least once every two weeks). The total number of hours of classroom instructions (based on 50 minutes of instructions per hour) must equal, or be greater than, the number of credit hours awarded for the course multiplied by the number of weeks in the term.
Certifying Credit
Hybrid Courses (continued)

For example:

- A student is enrolled in a 3-credit course over a 16-week semester. The course must be scheduled for a total of 48 hours of class session and meet at least every other week.

- A student is enrolled in a 3-credit course over a 5-week term. The course must be scheduled for a total of 15 hours of class session and meet at least every other week.
Course Applicability
Repeat Courses

A student may repeat a course required for graduation in which a punitive failing or other unacceptable grade was assigned. If the punitive grade becomes non-punitive following successful repetition, VA will automatically concede that mitigating circumstances exist, and institutions are not required to report the grade replacement.

(M22-4, Part IV, Chapter 11, 11.06c(4)(a)&(b))
Course Applicability
Exceptions

• VA will allow course substitutions if the school approves them and they are documented in the student’s file.

• A VA student can “round out” a schedule with non-required courses to bring his/her course load up to a full-time schedule in his/her last term only.

(SCO Handbook – page 50)
Certifying Credit

Understanding program requirements is necessary to do your job.

- Transferred Courses.
- Course Substitutions.
- Remedial / Deficiency Courses.
- Practical Training/Student Teaching Courses.
- Resident, Distance Education, Clock or Cooperative Hours.
- Audited Courses.
- Blended/Hybrid.
- Repeating Courses.
- Required Courses.
- Courses Required for Admission to the Next Level of Training.
- Rounding Out
  - One time/degree.
Enrollment Periods
Certifying Beginning and Ending Dates

The beginning date will be the official begin date of the academic term and the ending date will be the last day of final exams:

- If a student enrolls in a course and the actual first day that the student attends class is no later than the seventh calendar day of the term, then the beginning date of the award (or increased award) will be the first day of the term, quarter, or semester in which the student is enrolled.

  - For example: If term starts on Friday, January 1st, then the first day of attendance must be between January 1st and January 7th (i.e., from the first through the seventh calendar day of the term).
Enrollment Periods

- If a student enrolls in a course and the actual first day that the student attends class is *after* the seventh calendar day of the term, then the beginning date of the award (or increased award) will be the actual date of the first class scheduled for that particular course and actual end date for the course(s) certified.

- Courses with different beginning and/or ending dates should be on separate lines, listed chronologically by the beginning date.
Non-College Degree Institutions:

- If a program is measured in clock hours, benefits are paid based on clock hours of attendance per week. The beginning date, ending date, and number of clock hours a student is scheduled to attend each week must be reported. If clock hours per week vary and the benefit amount is affected, the variance must be reported for calendar weeks, Sunday through Saturday, between the beginning and ending dates.

- Full-time measurement is 18 clock hours if classroom instruction predominates and 22 clock hours if shop practice predominates. The clock hour measurement for all approved programs measured and paid by clock hours is listed in WEAMS (Web Enabled Approval Management System).
The exact ending date (month, day, year) of the enrollment period(s) must appear on the Enrollment Certification. If the school requires attendance at graduation, the graduation date should be shown as the ending date of the last term.

(M22-4, Part IV, Chapter 1, 1.16(a))
Enrollment Periods

Term Dates

• Module-Based Program:

Certify beginning and ending date of each module on separate lines.

• Predictable Hours With Weekly Hours that Vary:

Report variances on separate lines.

• Unpredictable Hours:

  ➢ Submit certifications monthly, when weekly hours are known.
  ➢ First week begins on first day of training and ends the following Saturday.
  ➢ Subsequent weeks begin on Sunday and end on Saturday.
  ➢ Final week begins on Sunday and ends on last day of training.

• Continuous Enrollment, Same Weekly Hours Throughout:

Certify first date of attendance through anticipated graduation date.

VETERANS BENEFITS ADMINISTRATION 67
Bo is enrolled in an Auto Repair course that consists of three 4-week modules beginning April 11, 2018, and ending July 1, 2018. He will attend classes 25 hours per week throughout the program.

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/2018</td>
<td>05/06/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>05/09/2018</td>
<td>06/03/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>06/06/2018</td>
<td>07/01/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
</tbody>
</table>
Flo is enrolled in a Medical Assistant Program that takes 6 months to complete. For the first 5 months she will be in a classroom for 20 hours/week, followed by a 1-month externship during which she will work 40 hours/week in a clinic.

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/2018</td>
<td>09/09/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>09/12/2018</td>
<td>10/07/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>40</td>
</tr>
</tbody>
</table>
Moe is enrolled in a 150 clock hour Microsoft Office certificate program. Students are required to attend at least 10 hours weekly, but hours vary and are unpredictable. The SCO will certify Moe’s enrollment at the end of each month, when actual hours are known.

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/2018</td>
<td>04/16/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td>04/17/2018</td>
<td>04/23/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>35</td>
</tr>
<tr>
<td>04/24/2018</td>
<td>04/30/2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
</tr>
</tbody>
</table>
Changes in student enrollment status
Certifying Official Responsibility

The primary function of the School Certifying Official is to promptly and accurately report enrollments or changes in student enrollment status to the VA.

Enrollments, Adjustments and Terminations must be reported within 30 days of the occurrence or the SCO is notified.
When a beneficiary interrupts or terminates training for any reason, or when he or she changes the number of hours of credit or attendance, this fact must be reported to VA.

The school will initiate a report of the change in time for the VA to receive it within 30 days of the date on which the change occurs.

(38 CFR § 21.4203 (d) and page 73 of VA SCO Handbook)
Types of Certifications

• **Amend**
  – Used to change begin date, end date, tuition & fees, Yellow Ribbon, add a remark, and advance pay and accelerated pay requests on a certification already submitted.

• **Adjust**
  – Used to report an increase or decrease in credit or clock Hours.

• **Terminate**
  – Used to report a complete withdrawal from an enrollment period, or to report graduation or program completion.

(page 73 of SCO Handbook)
Punitive vs. Non-Punitive Grades

- **Non-Punitive Grade** – A grade that doesn’t count as earned credit and isn’t considered in progress standards for graduation. A withdrawal after the drop period is non-punitive if it isn’t calculated into the student’s GPA or it isn’t considered in academic progress criteria like probation and suspension.

- **Punitive Grade** – A grade that counts towards Grade Point Average, or is used to determine a student’s progress toward graduation requirements.

(page 75 of SCO Handbook)
SCHOOLS WITH NO ATTENDANCE POLICY

• If the student completes a period of enrollment with a failing punitive grade (i.e. an F) assigned, does the school need to report the last date of attendance during that enrollment period?

• NO. The last date of attendance during a period of enrollment does not need to be reported if a student completed the enrollment period with a punitive grade and does not violate the school’s standards of conduct, progress, or attendance during that term.
SCHOOLS WITH ATTENDANCE POLICIES MUST ENFORCE THEM

When a veteran or eligible person interrupts or terminates his or her training for any reason, or when he or she changes the number of hours of credit or attendance, this fact must be reported to VA.

The school reports the change within 30 days of the date the change occurs or the SCO is notified.

(38 CFR § 21.4203 (d))
What do you need to report changes?

- Last date of Attendance / Effective date of change.
- School’s dates regarding drop/add time frame.
- Drop/add slips relating to change of hours.
- Charges for remaining classes.
- Type of grade assigned (Punitive, Non-punitive, Incomplete, etc.).
- Reason for change (probation, unsatisfactory progress, conduct, & attendance, graduation/completion, called to active duty, mitigating circumstances, etc.).
- Does it affect other periods certified.
Effective Dates

Status Changes/Last Day Credit Accrued

If a non-college degree (NCD) course is operated on a block or unit basis and the student withdraws and accrues no credit toward completion for one of those blocks, the school should report **BOTH** the last date attended and the last date credit was accrued.

(M22-4, Part IV, Chapter 11, 11.08(3))
Progress
Reporting Academic Probation

Schools should notify VA promptly when a beneficiary is placed on academic probation. Notifications should be sent using VA’s “Ask a Question” via the Internet Inquiry System.

https://benefits.va.gov/benefits/

(SCO Handbook, page 78)
The law requires that educational assistance benefits to veterans and other eligible persons be discontinued when the student ceases to make satisfactory progress toward completion of his or her training objective.

Unsatisfactory Progress (Academic Suspension) must be reported to VA as a termination.

Choose - “Unsatisfactory Attendance, Conduct, or Progress” as the reason.

(SCO Handbook, page 79)
Case Studies
Case Study #1 – Steve Rogers

- Steve Rogers is an incoming student at your facility and plans to attend classes in the Fall 2018 term and he will be pursuing a degree in Electrical Engineering.
- He has already applied for Ch33 benefits and provided a copy of his COE reflecting his 36 months of benefits at the 100% benefit level.
- Mr. Rogers provided his transcripts and military education information and previous training has been evaluated. Based on this evaluation, he has no elective classes remaining.
### 2018 FALL SCHEDULE

<table>
<thead>
<tr>
<th>Title</th>
<th>Credits</th>
<th>Dates</th>
<th>Location</th>
<th>Tuition</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Comp</td>
<td>3</td>
<td>08/15/18 - 12/09/18</td>
<td>A222</td>
<td>$550.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>American History</td>
<td>3</td>
<td>08/15/18 - 12/09/18</td>
<td>B333</td>
<td>$550.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>College Algebra</td>
<td>3</td>
<td>08/23/18 - 12/09/18</td>
<td>Online</td>
<td>$550.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>Weight Lifting</td>
<td>1</td>
<td>10/12/18 - 12/09/18</td>
<td>C101</td>
<td>$100.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Stretch Yoga</td>
<td>1</td>
<td>08/23/18 - 10/14/18</td>
<td>P101</td>
<td>$100.00</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

**Total Charges:** $2,025.00
Case Study #1 (continued)

Since Mr. Rogers is new to your school and has never attended any other school he will have to be added into VA-Once.
Case Study #1 (continued)

Fill in the Mr. Rogers last name and SSN
Case Study #1 (continued)

Then complete Bio Data Screen
Case Study #1 (continued)

Now you are ready to certify her enrollment for the Fall term.

After you have filled out the “Bio” screen, click on Cert then “New” to certify a new enrollment.
Case Study #1 (continued)

Fill in term name and enrollment information at the bottom of the screen then save.

1. Enter Enrollment Information

2. Click the “Save” Button
Case Study #1 (continued)

You can look at the enrollment certification you just created.
Case Study #1 (continued)

<table>
<thead>
<tr>
<th>Enroll Dates</th>
<th>Res Hrs</th>
<th>Dist Hrs</th>
<th>R/D Hrs</th>
<th>Clock T&amp;F Hrs</th>
<th>Yellow Ribbon Program Amount</th>
<th>Out St Chg</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/15/18</td>
<td>12/09/18</td>
<td>8</td>
<td>3</td>
<td></td>
<td>$2,025.00</td>
<td></td>
</tr>
</tbody>
</table>

Is this correct?
Let’s go back and look at his class schedule and degree requirements

**2018 FALL SCHEDULE**

<table>
<thead>
<tr>
<th>Title</th>
<th>Credits</th>
<th>Dates</th>
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<th>Tuition</th>
<th>Fees</th>
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<td>A222</td>
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<td>$25.00</td>
</tr>
<tr>
<td>American History</td>
<td>3</td>
<td>08/15/18 - 12/09/18</td>
<td>B333</td>
<td>$550.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>College Algebra</td>
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<td>08/23/18 - 12/09/18</td>
<td>Online</td>
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</tr>
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</tr>
<tr>
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<td>P101</td>
<td>$100.00</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

Total Charges: $2,025.00

08/15/18 – 12/09/18  6 resident hours  $1,150.00
08/23/18 – 12/09/18  3 distance hours  $  650.00
You’re not quite through yet, you now need to:

1. Correct the hours for the first term, Save, Completed & “Submit Selected Term.”
2. Add the separate term, Save, Complete & “Submit Selected Term.”

3. Click On “Print” then “Selected Cert”
Student Information
ROGERS, STEVE
125 N. Main Street
Albuquerque, NM 87111

Type of Training
Undergraduate

Name of Program
BS Electrical Engineering; 022; 070

Credit for Prior Training
NA

<table>
<thead>
<tr>
<th>Enroll Begin</th>
<th>Dates End</th>
<th>Cr Hrs</th>
<th>Dist Hrs</th>
<th>R/D Hrs</th>
<th>Clock Hrs</th>
<th>T&amp;F Amt</th>
<th>Yellc Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/15/2018</td>
<td>12/09/2018</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>$1.150.00</td>
<td></td>
</tr>
<tr>
<td>08/23/2018</td>
<td>12/09/2018</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>$650.00</td>
<td></td>
</tr>
</tbody>
</table>
Case Study #1 (continued)

A TransId number will show once it has been received by VA.
Case Study #2 – Jane Foster

- Jane Foster is a Freshman and plans to begin attending classes in the Summer 2018 term. She is unsure about the degree she will be pursuing at this time.
- Jane graduated from high school in May 2018 and has not attended another school.
- Effective July 1, 2018, Ms. Foster’s father transferred 24 months of chapter 33 at the 100% benefit level.
### Case Study #2 (continued)

#### *** 2018 SUMMER SCHEDULE ***

<table>
<thead>
<tr>
<th>Title</th>
<th>Credits</th>
<th>Dates</th>
<th>Location</th>
<th>Tuition</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math 098</td>
<td>3</td>
<td>06/06/18 - 07/24/18</td>
<td>Main</td>
<td>$550.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>Group Exercise</td>
<td>2</td>
<td>05/16/180 - 08/07/18</td>
<td>Main</td>
<td>$367.67</td>
<td>$25.00</td>
</tr>
<tr>
<td>Nutrition</td>
<td>3</td>
<td>05/16/18 - 08/07/16</td>
<td>Online</td>
<td>$550.00</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

Total Charges: $1,617.67

What program name and classes can you certify?
Case Study #2 (continued)

Undeclared Major  (VA SCO Handbook page 47)

• Students pursuing a bachelor’s degree may not have to declare a major before their junior year. If a freshman or sophomore hasn’t declared a major, report the student’s program as “Bachelor (undeclared)”. The student cannot be certified beyond the sophomore year unless a major is declared. Only “General Education” courses can be certified prior to the declaration of a major.

Remedial and Deficiency Courses  (VA SCO Handbook page 49)

• Remedial and deficiency courses are courses designed to correct deficiencies in basic Math, English, and Reading at the elementary or secondary level. These courses can be certified as part of an approved program, but only for students for whom a verifiable need has been established. Keep test results and other documents in the student’s file that support the student’s need for remedial and deficiency courses.
### Case Study #2 (continued)

#### *** 2018 SUMMER SCHEDULE ***

<table>
<thead>
<tr>
<th>Title</th>
<th>Credits</th>
<th>Dates</th>
<th>Location</th>
<th>Tuition</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math 098</td>
<td>3</td>
<td>06/06/18 - 07/24/18</td>
<td>Main</td>
<td>$550.00</td>
<td>$25.00</td>
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<tr>
<td>Group Exercise</td>
<td>2</td>
<td>05/16/18 - 08/07/18</td>
<td>Main</td>
<td>$367.67</td>
<td>$25.00</td>
</tr>
<tr>
<td>Nutrition</td>
<td>3</td>
<td>05/16/18 - 08/07/16</td>
<td>Online</td>
<td>$550.00</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

**Total Charges:** $1,617.67

**Notes:** Bachelor (Undeclared)

- R/D class needs documented assessment to verify that Math 098 is required.
- The other 2 classes are not General Education courses.
Case Study #2 (continued)

Student Information
POSTER, JANE

Type of Training
Undergraduate

Name of Program
BACHELOR (UNDECLARED);023;001

Credit for Prior Training
NONE

Enroll Dates Res Dist R/D Clock T&F Yellow Ribbon Program
Begin End Hrs Hrs Hrs Hrs Amt Amount Out St Chg
06/06/18 07/24/18 3 $575.00

Remarks

***Student's signed request for Change of Program/Place of Training is on file.***


Name of Contract School\Branch Location OKLAHOMA CITY
Date Signed DRAFT
School Information
EC WAYNE BOETTCHER
ECERT UNIV MUSK IHL
A VERY COOL PLACE
MUSKOGEE, OK 12345
Phone #
Facility Code 31313131
Case Study #2 (continued)

• On June 6, 2018, Jane Foster received VA’s award letter and it reflected benefits wouldn’t be payable until July 1st and she was surprised that the full Tuition & Fees wouldn’t be covered. So…… she decided to drop the class that day.

• What do you need to do?
Case Study #2 (continued)

- **Amend**
  - Term Dates.
  - Tuition & Fees.

- **Adjust**
  - Increase or decrease in credit or clock hours.

- **Terminate**
  - Complete Withdrawal.
  - Leave of Absence (include beginning date and estimated return date in remarks).
  - Academic Suspension/Dismissal.
  - Graduation or program completion
Case Study #2 (continued)
<table>
<thead>
<tr>
<th>Enroll Begin</th>
<th>Dates Begin</th>
<th>CI Hrs</th>
<th>Dist Hrs</th>
<th>R/D Hrs</th>
<th>Clock Hrs</th>
<th>T&amp;F Amt</th>
<th>Yellow Ribbon Amt</th>
<th>Program St Chg</th>
<th>TT/FT=</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/06/18</td>
<td>07/24/18</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>$575.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Termination Information:** Withdraw before beginning of term
**Date of Termination:** 06/05/2018
**Period Beginning:** 06/06/2018
**Ending:** 07/24/2018
Since Ms. Foster withdrew from all of her classes before the term began, the funds received from VA will need to be returned to VA. However you need to wait to return the funds until a collection notice from VA Debt Management Center is received.
Organization of VA Folders

- VA does not have a mandatory format to organize files; however, for accurate certifications this order will make it more convenient for anyone working with the folder.

(page 113 of the VA SCO Handbook)
Records Worth Keeping

- Transcripts.
- Copies of transcripts from all schools previously attended and your school’s transfer evaluations.
- A summary grade report of the student’s progress at your facility.
- Tuition & fee schedule and student billing statements.
- Copy of remedial and deficiency test scores and justification for any remedial and deficiency courses certified to VA.
- Copies of drop slips and withdrawal forms when applicable.
- Correspondence from VA, student and/or instructors.
- VA certification forms.
- Copies of VA Form 22-1990 or 22-5490 if available.
- Copies of VA Form 22-1995 or 22-5490 if available.
- Copies of all notices of changes of student status.
Common Reporting Errors and Pitfalls

- General Issues
- Enrollment Certification Issues
- Changes in Enrollment Issues
Common Reporting Errors and Pitfalls

- New Certifying Official form has not been submitted to VA and training provided (VA Form 22-8794).
- Lack of internal controls by SCO for monitoring pursuit during terms to meet the 30-day reporting requirement.
- Lack of relationship between SCO and Business Office regarding CH 33 tuition and fee evidence necessary for certification and changes.
- SCO has no institutional access to student financial records in Business Office.
- SCO concerns on providing institutional records (academic and financial) for VA and non-VA students due to FERPA.
Common Reporting Errors

Enrollment Certification Issues

- Blended/hybrid courses incorrectly certified as resident credits.
- Non-standard terms scheduled with quarter or semester are not separately certified when student is also enrolled in other credits for the full term.
- Certifying remedial or deficiency credits when pursuit is online.
- Certifying subjects that do no apply to the degree or diploma program.
Common Reporting Errors
Enrollment Certification Issues (continued)

- Tuition & fees are not confirmed or verified (sources must be student account ledger) with Business Office before certifying enrollment to VA.
- Insufficient or no academic evaluation for prior credit transfer
- Concurrent enrollment issues.
  - No documentation at parent institution to approve secondary institution course(s).
  - Parent institution not obtaining grade reports from secondary institution.
Common Reporting Errors
Changes in Enrollment Issues (continued)

- Failure to report credit load reduction (reductions or withdrawals) within 30 days.
- Failure to report end of term non-punitive grades.
- Failure to report unearned F grades and effective dates.
- Failure to report when student cancels registration or completely withdraws during a term.
- Failure to report changes in tuition & fees with the changes in hours.
QUESTIONS?

GENERAL INFORMATION:
http://www.benefits.va.gov/gibill/

APP/OJT CERTIFYING OFFICIALS HANDBOOK

APPROVAL INFORMATION:
STATE APPROVING AGENCY

CERTIFICATION ISSUES:
EDUCATION LIAISON REPRESENTATIVE

WHERE TO FAX DOCUMENTS:
918.781.7863

WHERE TO MAIL DOCUMENTS:
MUSKOGEE REGIONAL OFFICE (RO)
PO BOX 8888
MUSKOGEE OK 74401

MILITARY TRANSCRIPTS:
https://jst.doded.mil/smart/signIn.do (ARMY, NAVY, MARINES AND COAST GUARD)

GI Bill® is a registered trademark of the United States Department of Veterans Affairs (VA) The absence of the registration symbol ® does not constitute a waiver of VA’s trademark rights in that phrase.
VA-ONCE

VA-ONCE is an enhanced alternative for submitting VA Forms 22-1999, 22-1999b, and 22-6553c.

You must be using Microsoft Internet Explorer (IE 11.0) browser.

VA manages your username and resets your password.

If you do not log in, your account will be deleted after 120 days of inactivity.
Accessing VA-Once & VA-Once Quick Reference User Guide

School Training & Information Resources

Below are resources to train and boost the skills of school officials who serve student Veterans.

VA-ONCE

VA-ONCE is an enhanced means for submitting VA Forms 22-1999, 22-1999b, and 22-6553c online. The application was developed by a team of schools and VA representatives.

All schools will need to complete a Memorandum of Understanding (MOU) to gain access to the VA-ONCE application. You should complete the form online, print it, obtain the appropriate signature(s), and mail it to your Education Liaison Representative (ELR). Note: The MOU must be signed by a school official who has the authority to enter into a contract between the institution and VA.

Launch VA-Once

- VA-ONCE quick reference user guide (Version 8.0, March 2015)
- Training on enhancements and improvements in most recent version of VA-ONCE: P042 (updated November 1, 2015)
- How-to guide for flight schools
- User tips
- Automation of Post-9/11 GI Bill benefits and VA-ONCE remarks
- Top ten list of what not to report in VA-ONCE remarks
Welcome to VA-ONCE

What is VA-ONCE? VA-ONCE is an enhanced alternative for submitting VA Forms 22-1999, 22-1999b, and 22-6553c. It is a completely Internet based application. A team of schools and RPO representatives helped to develop the requirements used to build the application.

What is needed to run VA-ONCE? To use VA-ONCE, you must be using Microsoft Internet Explorer (IE 11.0) browser. Although all browsers are allowed to access VA-ONCE, other browsers have not been fully tested to certify compatibility.

What is needed to submit forms using VA-ONCE? Your school must submit a Memorandum of Understanding (MOU). If you do not already have an MOU, please contact the VA-ONCE VBA Representative to acquire one. After submission and review, your Education Liaison Representative (ELR) will be contacting you with the appropriate login information. Otherwise, please click below to start VA-ONCE.

Start VA-ONCE
Start VA-ONCE using text only mode (This only applies to the login screen. If you would like to set text-only mode as your default way of using VA-ONCE, you can find an option for it in user preferences)
Please type in your Login Name and Password

Login Name: 
Password: 

E-mail me my password? Show me my password hint? Register for VA-ONCE access

News Flash

!! ATTENTION !!

April 05, 2018

Please do NOT submit any Post-9/11 GI Bill enrollment certifications that do not meet the requirements detailed in our March email to School Certifying Officials.
Across the top of every screen are the actions that can be performed on that page.

The 3 mini tabs located at the bottom of every VA ONCE screen are the TASKS, MARGIN, and HELP tabs.

- The TASKS tab located at the bottom left corner of every VA ONCE screen will bring you back to Main Task Buttons.
- The MARGIN tab located next to the Tasks tab provides you with help text specific to each field on the page. If the cursor is not in a field, the Margin text will be specific to the page.
- The HELP tab located next to the Margin tab provides you with Frequently asked questions regarding the page. Clicking on the question will bring up a pop-up box with the answer. At the bottom of the screen when the Help Tab is selected is also a link for Keyboard shortcuts if you prefer using the keyboard to the mouse.

The TASKS tab is the default. When it is selected you will see the Main Task Buttons: Select, Admin; Reports; and Logout.
Step 1
Add a student

<table>
<thead>
<tr>
<th>SSN</th>
<th>File #</th>
<th>Pay #</th>
<th>Last Name</th>
<th>First Name</th>
<th>Chapt</th>
<th>Program</th>
<th>Last Cert</th>
<th>Facility Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>00</td>
<td>JOE</td>
<td></td>
<td>33 BS AN SCI</td>
<td></td>
<td>2/8/2011 11:22 AM</td>
<td>119999999</td>
</tr>
<tr>
<td></td>
<td></td>
<td>49</td>
<td>LARRY</td>
<td></td>
<td>35 MBA</td>
<td></td>
<td>7/9/2010 11:26 AM</td>
<td>119999999</td>
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<tr>
<td></td>
<td></td>
<td>00</td>
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<td></td>
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<td>8/24/2010 11:17 AM</td>
<td>119999999</td>
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<tr>
<td></td>
<td></td>
<td>00</td>
<td>BARB</td>
<td></td>
<td>GUEST STUDENT</td>
<td></td>
<td>11/16/2010 2:01 PM</td>
<td>119999999</td>
</tr>
<tr>
<td></td>
<td></td>
<td>00</td>
<td>FRED</td>
<td></td>
<td>33 BS AN SCI</td>
<td></td>
<td>5/11/2010 3:28 PM</td>
<td>119999999</td>
</tr>
<tr>
<td></td>
<td></td>
<td>00</td>
<td>JOHN</td>
<td></td>
<td>33 AS-AS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
STEP 2: INITIAL SET UP – Adding students – STUDENTS.

(1) Enter the Last Name, select the appropriate facility code from the drop down, enter the Student SSN and enter the Student SSN again in the Confirm Student SSN field. Be very careful to enter the correct SSN for the student.

(2) Click on OK when finished.

- If the student exists at another school, a message appears (see page 53).
- If the student already exists at your school, a different message appears (see page 54).
- If the student is being added to VA-ONCE for the first time, you will be taken to the Bio page.
STEP 3: INITIAL SET UP – Add a Student (message screen).

If you receive this message, the student has been certified in the past by another school. When you add the student, you will be able to see, but not modify, those past certifications.

Click OK to continue, or Cancel if this is not the correct student.
STEP 3: INITIAL SET UP – Add a Student (message screen).

If you receive this message, the student is at your school. Click cancel to go back to select student page. Then, on the select student page, Use the Status filter for Deleted or Inactive. This will bring up a list of students in that status and you can undelete or reactivate the student. (See Page 105 for instructions).
VA-ONCE Maintenance

Here is where you will add & delete your approved programs, enter course and/or objective codes, standard terms etc.

Check the VA Once Quick User Reference Guide for info on running reports
Entering Term Dates

(1) Click on the “Admin” Button.
(2) Click on “Maintenance” drop down menu.
(3) Select “Standard Terms”.
## Entering Term Dates (cont.)

### Standard Terms

<table>
<thead>
<tr>
<th>Term Name</th>
<th>Facility Code</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Drop Date</th>
<th>Break Days</th>
<th>Order #</th>
<th>Deact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sum A 10</td>
<td>2222222222</td>
<td>05/20/2010</td>
<td>06/20/2010</td>
<td></td>
<td></td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Spring 10</td>
<td>2222222222</td>
<td>01/15/2010</td>
<td>05/15/2010</td>
<td></td>
<td></td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>MidFall09</td>
<td>2222222222</td>
<td>10/01/2009</td>
<td>12/15/2009</td>
<td></td>
<td></td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Fall 09</td>
<td>2222222222</td>
<td>08/10/2009</td>
<td>12/15/2009</td>
<td></td>
<td></td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Junemester</td>
<td>2222222222</td>
<td>01/07/2009</td>
<td>01/31/2009</td>
<td>01/10/2009</td>
<td></td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Fall 2008</td>
<td>2222222222</td>
<td>08/15/2008</td>
<td>12/15/2008</td>
<td></td>
<td></td>
<td>34</td>
<td></td>
</tr>
<tr>
<td>Fall 2008</td>
<td>2222222222</td>
<td>08/10/2008</td>
<td>09/08/2008</td>
<td></td>
<td></td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>Fall Mini</td>
<td>2222222222</td>
<td>05/20/2008</td>
<td>07/25/2008</td>
<td></td>
<td></td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Summer 08</td>
<td>2222222222</td>
<td>03/04/2008</td>
<td>06/01/2008</td>
<td></td>
<td></td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>CIS 100</td>
<td>2222222222</td>
<td>05/02/2008</td>
<td></td>
<td></td>
<td></td>
<td>31</td>
<td></td>
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<tr>
<td>Spring 05</td>
<td>2222222222</td>
<td>05/15/2010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Edit Term

**Sum A 10**

- **Term Name**: (DEMO UNIVERSITY IHL)
- **Facility Code**: 2222222222
- **Begin Date**: 05/20/2010
- **End Date**: 06/20/2010
- **Drop Date**: 06/20/2010
- **Semester**: 
- **Order Number**: 38
- **Deact**: 

### Additional Features

- **Select**
- **Admin**
- **Reports**
- **Logout**

### Actions

- **Add**
- **Delete**
- **Deactivate**

### Links

- **Tasks**
- **Margin**
- **Help**
Entering Term Dates (cont.)

**Term Name** – (e.g. FALL 2010, SUM 10) Enter an abbreviation for the term. This abbreviation cannot be duplicated for another term. This is not a required field, but may make it easier for you.

**Order Number** – Changes the order of how the terms are displayed. You can designate which terms appear at the top of the drop down by the order number. Order number 1 would place that term on top of your list of terms.

**Beginning Date, End Date** – Enter the dates published in the school catalog.

**Term Type** – Select Semester, Quarter, or Clock as appropriate.

**Drop Date** – Enter the date as published in the school catalog. It will enable edits in VA-ONCE that will not allow you to enter the reason “during drop period”, if it is after this date.

**Break Days** – Enter the number of days of the break during the term; must be 7 days or more. Add a remark on the enrollment certification letting the VA know the dates of the break (e.g. Holiday Break: 12/21/2010 – 01/05/2011)

**Deactivated** – Check the box if you do not want this term to appear in your drop down list, but wish to keep the term in your archive for future use. Click on the box and then click on DEACTIVATE located on the top of the screen. You can also re-activate the term by clicking on the term name and then clicking on the “checked” Deactivate Box to uncheck it.

To delete a term from the list of terms, you can check the box associated with the term you wish to delete and then click on DELETE located on the top of the screen.
STEP 1: INITIAL SET UP – Entering Programs.

It is very important that you enter all approved programs (shown in the WEAMS document provided by your ELR) prior to entering your students as the programs you enter will appear in the Student Bio page drop-down menu.

(1) Click on ADMIN.
(2) Click on MAINTENANCE.
(3) Click on STANDARD PROGRAMS.
**STEP 2: INITIAL SET UP – ENTERING PROGRAMS.**

(1) Click on ADD. (2) Fill in the Program Abbreviation, Program Name, VA Objective Code and VA Course Code accordingly. (3) Click SAVE. Repeat steps to add more programs.

(See additional information on following page to help you understand how to complete this section)

### Edit Program

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Program Abbreviation</th>
<th>Program Name</th>
<th>Facility Code</th>
<th>Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS ASTRO</td>
<td>BS ASTRONOMY</td>
<td>BS ASTRONOMY</td>
<td>31313131</td>
<td>11</td>
</tr>
</tbody>
</table>

**N.E.C. = Not Elsewhere Classified. If a VA Objective or Course Code does not seem to apply to your program, please use one of the general codes which contain N.E.C.. For a full list of courses which apply to each code, please see the Help and Margin text.**
Entering Programs (cont.)

- **Additional Information to complete Entering Programs**
  - **Program Abbreviation** – Enter an abbreviation for the approved program. This abbreviation cannot be duplicated for another program. For example, if you enter “SOC” for BS-Sociology, you cannot use “SOC” for BA-Sociology.

- **Program Name** - Enter the program name. You may type the degree followed by the program of study (e.g. BS-Sociology), or the program of study followed by the degree (e.g. Sociology-BS). If there is more than one type of degree for the program, list each type separately (e.g. BA-Sociology; BS-Sociology; MS-Sociology).
OBJECTIVE CODES AND COURSE CODES ARE LISTED ON PAGES 37-42. Adding VA Objective Codes and Course Codes for IHL programs

• If you are adding Objective/Course code(s) to program(s) that were input before the code requirement, select the program name by highlighting it. This will enable the Edit Program area. You can now input the Objective/Course code from the corresponding drop down list. Select save when complete.

• If you are adding new program(s), you will have to enter all of the required data, to include the Objective and Course codes. Select Save when complete.

• You do not need to select the VA Objective Code for NCD programs. Select the appropriate VA Course Code from the drop down list. The VA Objective Code will automatically populate with the same code. The VA Objective Code will be disabled.
### Entering Programs (cont.)

**Edit Program**
- **Program Abbreviation**: BS ASTRO
- **Program Name**: BS ASTRONOMY
- **Order Number**: 10
- **Facility Code**: BS (022)
- **Program**: IHL (110) Agricultural Sciences
- **VA Objective Code**: 
- **Deactivate**: 

**New Program**
- **Program Abbreviation**: BASKET
- **Program Name**: BASKET WEAVING
- **Order Number**: 41
- **Facility Code**: NCD (632) All Other Crafts And Trades, N.E.C.
- **VA Objective Code**: 
- **Deactivate**: 

---

VETERANS BENEFITS ADMINISTRATION
Adding Students.

Enter the required information for the student on the bio screen. Required fields are designated by an asterisks. Once you have entered the information, click on SAVE.

(See additional information on following page to help you understand how to complete this section)

Certify Enrollments – Single Term

(1) Click on CERTS tab. The Certs screen appears.
If you enter the student’s email it will notify them when you certify.

If you have a Guest student check the box and fill out Primary School info.

You can add any notes you want here. Only SCO's and ERLs can see them.
Steps To Certifying Students

• Initial Certification – VA Form 22-1999
  – This is the first step in certifying an enrollment period to VA

• Amended Certification – VA Form 22-1999
  – This is to correct a previously certified enrollment period

• Adjusted Certification – VA Form 22-1999b
  – This is to report an adjustment to a previously certified enrollment period. IE: Reduction or increase of hours

• Terminated Certification – VA Form 22-1999b
  – This is to report that a student has completely withdrawn from a certified period
Once you have added a student into VA-ONCE, you are ready to submit the initial certification for a student.
Click arrow to access terms entered under “standard terms”

Res: Resident Credits
Dist: Distance/ Web base classes
R/D: Remedial (very important for CH 35)

The begin & end date boxes will be filled in automatically

Clock: Input the number of clock hours *per week* the student is ‘scheduled’ to attend

Required for CH33. Enter Training/Tuition & Fees less then half-time for non CH33
Certify Enrollments – Single Term

Once you have entered the required data, review for accuracy.

(1) Click SAVE.

(2) Click COMPLETE. Note – you can skip this step and click directly on Submit. Complete can be used if you are not submitting right away and would like to review later.

(3) Click SUBMIT.
Printing Certifications
Enrollment Certification VA OMB ver.P034 - Chapter 33

Student Information
VETERAN, JOE A
125 S MAIN ST
MUSKOGEE, OK 74402

Type of Training
Undergraduate

Name of Program
BS ASTRONOMY: 022:110

Credit for Prior Training
PENDING

<table>
<thead>
<tr>
<th>Enrolll Dates</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock T&amp;F</th>
<th>Yellow Ribbon Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin End</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs Amt</td>
<td>Amount Out St Chg</td>
</tr>
<tr>
<td>08/15/12</td>
<td>12/07/12</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>$1,200.00</td>
</tr>
</tbody>
</table>

Remarks
Change-Of-Address requested by School Certifying Official


Name of Contract School\Branch Location OKLAHOMA CITY

Date Signed School Information
BC BART CULVER
ECERT UNIV MUSK IHL
A VERY COOL PLACE
MUSKOGEE, OK 12345
Phone #
Facility Code 31313131

VA Form 22-1999-6

APR 2000 OMB Approved No. 2900-0073
Submitting Initial Certifications

<table>
<thead>
<tr>
<th>Term Name</th>
<th>Status</th>
<th>Facility Code</th>
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<th>End Date</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock</th>
<th>LDA/Eff Date</th>
<th>Facility Code</th>
<th>Cert ID</th>
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<tbody>
<tr>
<td>FALL 2012</td>
<td></td>
<td></td>
<td>08/15/2012</td>
<td>12/07/2012</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td>31313131</td>
<td></td>
</tr>
</tbody>
</table>
Submitting Initial Certifications (cont.)
Enrollment Certification VA-ONCE ver.F034 - Chapter 33

VA File No.

Student Information
VETERAN, JOR A
125 S MAIN ST
MUSKOGEE, OK 74402

Type of Training
Undergraduate

Name of Program
BS ASTRONOMY:022:110

Credit for Prior Training
PENDING

<table>
<thead>
<tr>
<th>Enroll Dates</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock T&amp;F</th>
<th>Yellow Ribbon Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin</td>
<td>End</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Amount</td>
</tr>
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<td>08/15/12</td>
<td>12/07/12</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>$1,200.00  $0.00</td>
</tr>
</tbody>
</table>

Remarks
Change Of Address requested by School Certifying Official


Name of Contract School\Branch Location OKLAHOMA CITY

Date Signed School Information
09/06/2012 EC BART CULVER
ECert UNIV MUSK UHL
A VERY COOL PLACE
MUSKOGEE, OK 12345
Phone #
Facility Code 31313131

Electronically Received by VA:

VA Form 22-1999-6
AER 2000 CMB Approved No. 2900-0073
CertID: 15830099
TransId:
Certifying Enrollment - Multiple Terms

Step 1: Certify Enrollment - Multiple Terms

If you are certifying more than one term at a time, you can use the Multiple Term certification feature. Multiple term enrollments come in handy when you have a variety of term lengths within a semester or quarter, or are certifying past terms.

(1) Click on CERT located on top of the screen. A drop down menu appears.

(2) Click on New Multiple Term. A Multiple Terms window appears.
Certifying Enrollment-Multiple Terms

Step 5: **Multiple Term Enrollments**

Enter the information for each term just as you would for a single term.

When you have entered all of the data, click on SAVE to save the terms in status 2. Click on COMPLETE ALL to save the terms in status 3. You will be returned to the Certs page.
Step 6: **Multiple Term Enrollments**

On the Certs page, you will see the terms you created (in a status 2, if you selected Save; in a status 3, if you selected Complete All).

To send all terms at once,

1. Click Submit
2. Click Submit All Pending Enrollments.
Adding Remarks

STEP 1: Remarks

Remarks are not usually needed in order to process a claim, but if you need to add them, take the following steps while editing an Enrollment. Be diligent about using Remarks sparingly. The use of Remarks is the largest reason cases are rejected from being processed automatically.

(1) Click on MODIFY REMARKS LIST. A Remarks Pop-Up screen appears.
Adding Remarks (cont.)

STEP 2: Remarks
(1) Click Add.
(2) Select the VBA Standard Remark from the drop down list. If no VBA Remarks apply, select Other.
(3) Select the School Standard Remark from the drop down list. If none apply, and you need to enter free text, select Other.
(4) Enter your free text remark in the Other Remarks box. You are limited to 125 characters. There is a character count at the end of the field for your information.
(5) Click SAVE. (6) Click DONE.
Amendments, Adjustments, Terminations

- **AMENDMENTS**: Amendments are used to change the beginning or ending date of a term, tuition and fees amounts, or yellow ribbon amounts.

- **ADJUSTMENTS**: Adjustments are used to either increase the number of credits or decrease the number of credits (must have at least one credit remaining).

- **TERMINATIONS**: Terminations are used when the term is reduced to zero credits or if a student is placed on academic suspension.
Amending Certifications
Amending Certifications (cont.)

It is important to know what you are looking at in VA-ONCE. Above is an already submitted enrollment certification. Below is an open Amendment looks like. Note that you can only adjust the dates of the term or the tuition and fees on an amendment. Once the information has been updated, submit as before.
Student Information
VETERAN, JOE A

Type of Training
Undergraduate

Name of Program
CJ/BA;011;150

Credit for Prior Training
12

<table>
<thead>
<tr>
<th>Enroll Dates</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock T&amp;F</th>
<th>Yellow Ribbon Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin End</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Amt</td>
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<tr>
<td>03/13/13 05/10/13</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

$500.00

Remarks
03/13/13-05/10/13: Amends training period (01/14/2013-05/10/2013) on 1999 dated: 09/07/2012


Name of Contract School\Branch Location OKLAHOMA CITY

Date Signed School Information
DRAFT EC BART CULVER
ECERT UNIV MUSK IHL
A VERY COOL PLACE
MUSKOGEE, OK 12345
Phone # Facility Code 31313131
Adjusting Certifications

To Adjust a certification, highlight the certification you wish to adjust and select Adjust from the Certification Menu at the top of the screen.
Adjusting Certifications (cont.)

Above is the original certification, below is the open adjustment. Notice that you cannot adjust the dates, but can reduce or increase the hours and adjust the tuition and fees accordingly. Make sure to select the reason for adjustment and mitigating circumstances, if applicable.

Always update tuition/fees when increasing or reducing CH33 hours.
**Certs**

**Program:** MATH  
**Chapter:** 33  
**Training Type:** Undergraduate

### Table: Certs

<table>
<thead>
<tr>
<th>Term Name</th>
<th>Info</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock</th>
<th>LDA/Eff Date</th>
<th>Facility Code</th>
<th>Cert ID</th>
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<tbody>
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<td>01/14/2013</td>
<td>05/10/2013</td>
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<td>05/10/2013</td>
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<td>01/14/2013</td>
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**Edit Adjustment**

- **Facility:** 31313131
- **Trng Type:** IHL_UNDERGRAD
- **Prgrm:** CJ/BA
- **Prior Credit:** 12

**Term Name:** SPRG 1-13  
**Begin Date:** 01/14/2013  
**End Date:** 05/10/2013  
**Res:** 6  
**Dist:** 0  
**R/D:** 0  
**Clock:** 0  
**LDA/Eff Date:** 31313131

**Remarks**

- Increase
- Increase On First Day Of Term
- Preregistered But Reduced Prior To First Day Of Term
- Reduction (Non College)
- Reduction After Drop Period - Non-Punitve Grades Assigned
- Reduction After Drop Period - Punitive Grades Assigned
- Reduction During Drop Period
- Reduction On First Day Of Term
- Student Completed Term But Non-Punitive Grades Assigned For One Or More Courses
- Other (Explain In Remarks)

[VA Once interface image with highlighted buttons: Complete Submit, Save, Cancel]
DRAFT
Notice of Change In Student Status VA-ONCE ver. P039 - Chapter 33

VA File No.

Student Information
VETERAN, JOE A

<table>
<thead>
<tr>
<th>Enroll Dates</th>
<th>Res</th>
<th>Dist</th>
<th>R/D</th>
<th>Clock T&amp;F</th>
<th>Yellow Ribbon Program</th>
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<tr>
<td>Begin</td>
<td>End</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Hrs</td>
<td>Amt</td>
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Adjustment Change-In-Student-Status Certification

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<th>Adjust Dates</th>
<th>Res</th>
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<th>R/D</th>
<th>Clock T&amp;F</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin</td>
<td>End</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
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<td>05/10/13</td>
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*** Reduction after drop period - non-punitive grades assigned *** Effective 01/31/2013 ***

Remarks
MITC: An illness or death in the student's immediate family.

The student has informed me of mitigating circumstances.

It Is Hereby Certified That The Student's Status Changed on the Date And In Accordance With The Facts Shown Above

Name of Contract School\Branch Location OKLAHOMA CITY
Date Signed School Information
DRAFT EC BART CULVER
DRAFT ECERT UNIV MUSK IHL
Terminating Certifications

Using the same initial steps in the previous examples, you will then click on the highlighted "CERT" option found on top of the screen and then click on the "Terminate" option:
Terminating Certifications (cont.)

Above is the submitted enrollment and below is the open termination. Make sure to select a reason for termination and the effective date of the termination. Add mitigating circumstances, if applicable.
Notice of Change In Student Status VA-ONCE ver. P039 - Chapter 33

VA File No.  

Student Information  
VETERAN, JOE A

Termination Information: Withdrawal after drop period - non-punitive grades assigned  
Date of Termination: 03/31/2013  
Period Beginning: 01/14/13  
Ending: 05/10/13

Enroll Dates Res Dist R/D Clock T&F Yellow Ribbon Program
Begin End Hrs Hrs Hrs Hrs Amt Amount Out St Chg
01/14/13 05/10/13 6 $600.00
01/14/13 03/15/13 3 $300.00

Adjustment Change-In-Student-Status Certification

Remarks  
MITC: An illness or death in the student's immediate family.

The student has informed me of mitigating circumstances.

It is hereby certified that the student's status changed on the date and in accordance with the facts shown above.

Name of Contract School\Branch Location OKLAHOMA CITY
Date Signed School Information
DRAFT EC BART CULVER
ECERT UNIV MUSK IHL
A VERY COOL PLACE
MUSKOGEE, OK 12345
Phone #  
Facility Code 31313131
What Happens After I Submit These Certifications?

- VA receives the certification the day after you complete it.

- If LTS or ECAP can automatically process the claim, it will be handled without a person.

- If LTS or ECAP cannot process the claim, it is sent to the student’s file. An active claim token is established with the date of claim being the date VA received the submission. These active claims are organized in date received order, with older claims being worked before newer claims.

- If this is required, a person will have to process the claim. This can take between 21-30 calendar days.

- Once action is taken, payments or debts are created. A letter is sent to the veteran describing the action that VA has taken based on the information provided by the SCO.
VA-ONCE – SSN # CHANGE
Social Security Number Exists

In some instances, the Social Security Number exists elsewhere in the system. You will not be able to change the SSN, and will receive a message that the SSN must be unique.

If this occurs, add the student using the correct SSN. Deactivate the incorrect SSN.

You will not be able to see any of the certifications submitted under the incorrect SSN unless you view the deactivated student. If you need the records merged, contact your ELR. **NOTE:** The process of merging the records can take a lengthy amount of time. Only contact the ELR if you need to see the past certifications under the correct SSN.
References

GI Bill® Web Site:
https://www.benefits.va.gov/benefits/

National Education Call Center:
1-888-442-4551

SCO Hotline (for certifying officials only):
1-855-225-1159

VA ONCE – Users Guide; User Tips; Updates:
https://www.benefits.va.gov/gibill/school_training_resources.asp
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