GI Bill® Website, Online SCO Training, & Resources Available

The 41st Annual Florida Veteran Affairs/FAVES State Conference

June 5-8, 2017 | St. Pete Beach, Florida

VETERANS BENEFITS ADMINISTRATION

U.S. Department of Veterans Affairs

GI Bill® Website
Online SCO Training
& Resources Available

TOPICS COVERED:

Internet Inquiries

GI Bill® Website

School Resources

School Training Resources

VA-ONCE

School Official's Handbook

Online SCO Training

INTERNET RESOURCES

Web Site	Address	Description
GIBILL Home	http:/www.benefits.va.gov/gibill/	Official benefit website
GI Bill Training & Training Resources	http://www.benefits.va.gov/gibill/index.asp	A valuable resource to help you increase your knowledge, skills, and abilities.
VA-ONCE Resources	http://www.benefits.va.gov/gibill/school_training_resources.asp	Everything you want to know about electronic enrollment certification
Web Automated Verification of Enrollment (WAVE)	https://www.gibill.va.gov/wave	This site allows students to submit their monthly verification of enrollment over the Internet
VA Forms	http://www.va.gov/vaforms	VA Forms available on the internet
Web Automated Reference Management System (WARMS)	http://www.warms.vba.va.gov/	On-line access to VBA Manuals, Directives, Circulars, Letters, Title 38 Code of Federal Regulations, and other materials necessary to support our nation's Veterans
VA Debt Management Center (DMC)	http://www.va.gov/debtman	DMC has collection jurisdiction for all education benefit debts. DMC e-mail address: dmc.ops@va.gov
E-Benefits	http://www.ebenefits.va.gov/	eBenefits is a one-stop shop for online benefits-related info.
Joint Services Transcript (JST)	https://jst.doded.mil/smart/signIn.do	Get a transcript translating army formal military education and job experience into civilian language; also includes college equivalent credit recommendations
American Council on Education Military Guide	http://www.acenet.edu/news-room/Pages/Military-Guide-Online.aspx	Guide to evaluation of educational experiences in the Armed Services
DOD Transferability	http://www.defense.gov/home/features/2009/0409_gibill/	DOD transferability documents, policies, and procedures
VOW/VRAP	http://www.benefits.va.gov/VOW/	VOW to Hire Heroes Act information, including the Veterans Retraining Assistance Program
College Navigator	http://nces.ed.gov/collegenavigator/	A tool for students to aid in the selection of schools and training programs.

INTERNET INQUIRIES

GI Bill® website: http://www.benefits.va.gov/gibill/ (for schools and veterans)

Right Now Web (VA's Internet Inquiry System in the "Ask a Question" section of the GI Bill® website): https://gibill.custhelp.com/app/utils/login_form/redirect/ask

(for schools and veterans)

- Status of individual unusual/complex cases
- Individual cases that have been pending for a longer than usual time
- Hardship cases
- Written response

INTERNET INQUIRIES

What does the Internet Inquiry System do?

The Internet Inquiry System allows you to find answers to Frequently Asked Questions (FAQs) without calling the toll free number. The Search FAQ feature, in the Support Section, allows you to find answers to questions by category. The inquiry system also allows users to ask VA questions not in the "Answers" area. If the answer is not available, users can send an inquiry to VA using the "Submit a Question" tab. It may be beneficial to search the FAQ's before submitting an inquiry.

INTERNET INQUIRIES

How to register in the VA inquiry system

Go to the “My Stuff” tab. Click on “Create a New Account”

- Password: Make up a strong password- something you can remember but not too easy
- Verify Password: Just type it again to make sure you have it right
- First Name: Your first name
- Last Name: You’ve got it- your last name
- State: The State where your school is located. This is important because the questions are routed initially to the appropriate RPO based on this field
- Social Security Number or Claim Number: Just leave it blank or you can put in your school’s facility code
- Suffix: Leave it blank
- Phone Number: Provide a phone number where you can be reached

INTERNET INQUIRIES

On the GIBILL website, http://www.benefits.va.gov/gibill/, click on the Submit a Question link. You will see a tab labeled "Ask a Question."

Complete the page providing the following information:

- E-mail address -- Self explanatory
- Subject – "School Official" – This is important since we use it to route this Inquiry to someone who can set-up your account
- Question -- Provide the name of your school and the VA Facility Code
- Product – Select "GI Bill" from the drop-down menu
- Category – Select "School Officials ONLY" from the drop-down menu
- This information is important because we use it to establish your account as a school official, and some of the information gives your inquiries priority routing once they enter our system.

INTERNET INQUIRIES

How do I send an Inquiry?

Once you have registered, go to the “My Stuff” tab, enter your e-mail address and password, and click login. Once you are logged in, click on “Ask a Question” and fill out the form. If you have a problem case where payment is due, enter “School Certifying Official Hardship Case” in the subject line. Your inquiry will be handled on a priority basis (24 to 48 hours). If you have a general inquiry such as delimiting date or remaining entitlement, please do not identify it as a hardship case. You should receive a reply to your general inquiry in 3 to 5 working days. NOTE: You will receive a system-generated message when you submit your question advising you to expect an answer in 8 to 10 days.

INTERNET INQUIRIES

IMPORTANT: Responses to your inquiries are not e-mailed to you. However, you will be notified by e-mail that a response has been submitted. You must go to the website, click on “Ask a Question and Answers” and login in order to view the answers. Responses to your inquiries will be in the area, “My Questions and Answers.” Click on the “Questions” button to see a listing of your inquiries.

U.S. Department of Veterans Affairs

Search

SITE MAP [A-Z]

Health | Benefits | Burials & Memorials | About VA | Resources | News Room | Locations | Contact Us

I AM A...

Select One

VA » Veterans Benefits Administration » Education and Training

Education and Training

- Pre-Discharge
- Compensation
- Education & Training
  - Education & Training Home
  - For Students
  - For School Administrators
    - School Resources
    - School Training Resources
  - About GI Bill
  - Contact Us
- Vocational Rehabilitation & Employment
- Home Loans
- Life Insurance
- Pension
- Transition, Employment, and Economic Impact
- Special Groups
- Services
- Applying for Benefits
- Locations
- VBA Claims Transformation
- Customer Service Standards

GI Bill Comparison Tool

The GI Bill comparison tool provides key information about college affordability and value so beneficiaries can choose the best education program for their needs.

Try out our Comparison Tool today

OJT Training Guide | Choosing A School Guide | GI Bill Comparison Tool | GI Bill Feedback System

Choose a School | Apply for Benefits | Contact Us

Choose a School

Compare VA-approved institutions and review other information to choose the educational program that works best for you.

Choose a School

New Announcements

(Click Here for Older Announcements)

POST 9/11 GI BILL

FAQS

FAQs

Submit a Question

eBenefits

Check Your Current

I AM A...

Select One

Pre-Discharge

Compensation

Education & Training

Education & Training Home

For Students

For School Administrators

School Resources

School Training Resources

About GI Bill

Education and Training

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,

POST 9/11 GI BILL

FAQS

FAQs

Submit a Question

Education and Training Resources

- **School Training and Information Resources**
  - https://www.benefits.va.gov/gibill/

  Formerly: www.gibill.va.gov
  - New site keeps the current functionality of gibill.va.gov, but expands options available to veterans and dependents
    - Navigate to:
      - Other VA benefits sites
      - eBenefits
      - Complaint system
  - Schools click on:
      - Education & Training
      - For School Administrators
      - School Resources or School Training Resources

Education & Training Resources
School Training & Information Resources

- **School Training Resources**
  - VA-ONCE*
    - Quick Reference User Guide
    - Tips
  - Certification and Training
    - School Officials Handbook
    - Online School Official Training
    - General School Responsibility Factsheet (Chapter 33)
    - Submit a Question or Search FAQs
    - Pamphlets, Brochures and Information Sheets
    - Updated Procedures for Reporting Students on Academic Probation
    - Treasury Offset Program: How to Receive Your State and Federal Funding

***Don't forget to change your password every 90 days!**

Pre-Discharge
Compensation
Education & Training
Education & Training Home
For Students
For School Administrators
School Resources
School Training Resources
About GI Bill
Contact Us
Vocational Rehabilitation & Employment
Home Loans
Life Insurance
Pension
Special Groups
Services
Applying for Benefits

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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: P036 (updated Aug. 4, 2013).
- 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

VA-ONCE QUICK REFERENCE USER GUIDE

DESIGNED FOR CERTIFYING OFFICIALS

Version 8, March 2015

Employment
Home Loans
Life Insurance
Pension
Transition, Employment, and Economic Impact
Special Groups
Services
Applying for Benefits
Locations
VBA Claims Transformation
Customer Service Standards
VBA Performance
Media and Publications
About VBA

CONNECT WITH BENEFITS

Launch VA-Once

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- 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

Certification and Training

- **School Officials Handbook**
  - School Official's Handbook (Updated September 18, 2015)
- Online school official training - This training is designed for new School Certifying Officials but may also be used as refresher training. Complete the tutorial portion of the program to advance in the training module.
- General school responsibility factsheet
- Education benefit presentations - Including transcripts of SCO webinars.
- Submit a Question or Search FAQs
- Pamphlets, brochures, and information sheets
- Updated procedures for reporting students on academic probation
- Program approval for foreign schools
- Approval of on-the-job training programs
- How to get an education program approved for GI Bill benefits
- The treasury offset program: How to receive your state and federal

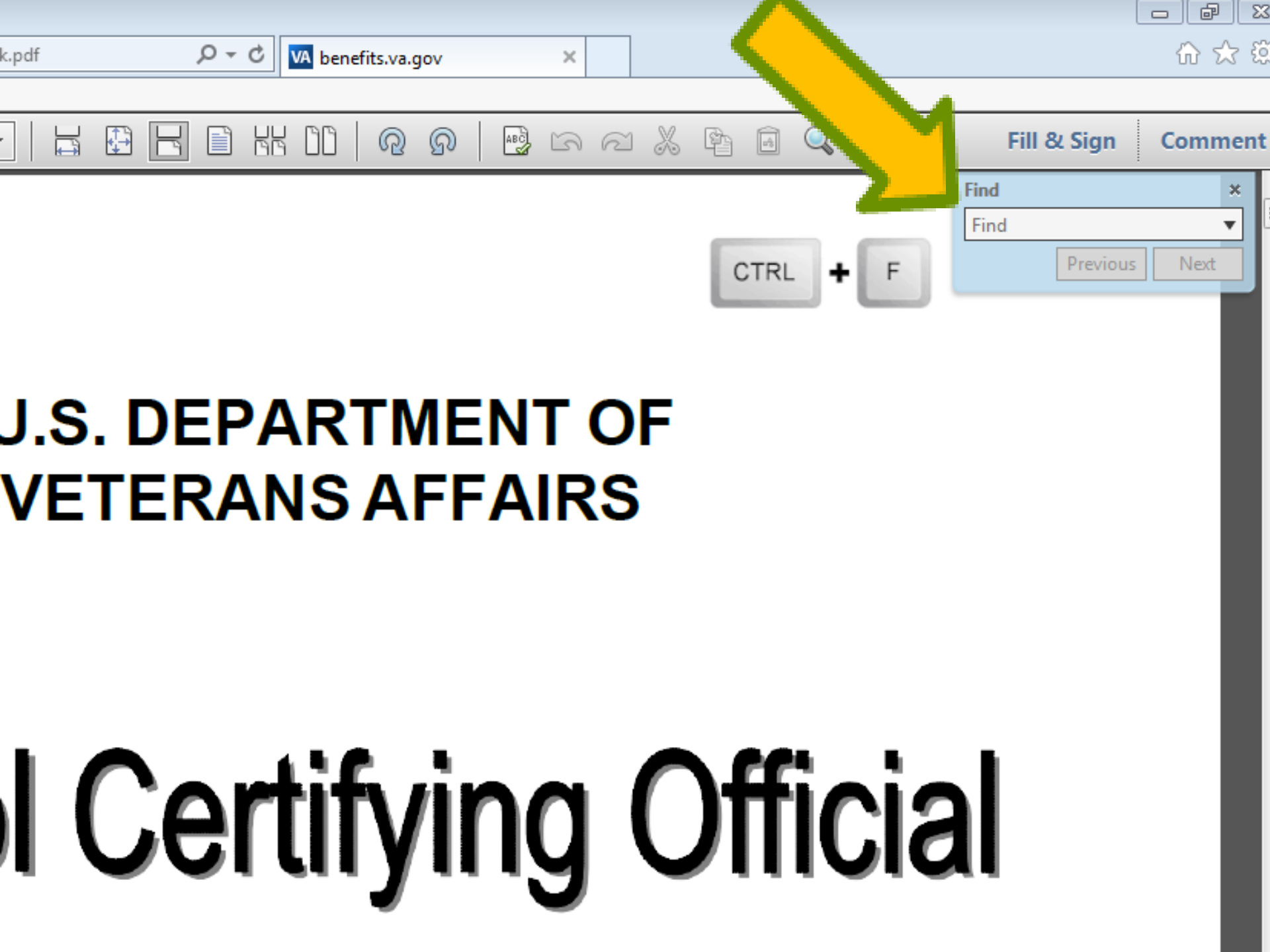
U.S. DEPARTMENT OF
VETERANS AFFAIRS

School Certifying Official

Handbook

Revision 5.0 (5th Edition)

(See revisions page 8)


benefits.va.gov
Fill & Sign
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J.S. DEPARTMENT OF
VETERANS AFFAIRS
l Certifying Official

Employment
Home Loans
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Pension
Special Groups
Services
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Certification and Training

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CONNECT WITH BENEFITS

Online School Official Training

Online Training For New School Officials - This training is designed for school officials and those not familiar with the Post-9/11 GI Bill. The content may also be used as refresher training. Viewing the courseware requires Internet Explorer 6.0 or higher.

- You must complete the tutorial portion of the course to advance in the training module.
- New material has been added on the Post-9/11 GI Bill.
- Module 2 now has one test at the end of the module, instead of a test at the end of each lesson. Anyone whose access was locked due to failure of the test for Lesson 1 will have access restored. With the addition of the Post-9/11 GI Bill topic, any individual who previously completed the entire course should retake the course as it will no longer be marked as finished until the Post-9/11 GI Bill topic has been completed.

return to top ▲

POST★9/11 GI BILL

FAQS

FAQs

Submit a Question

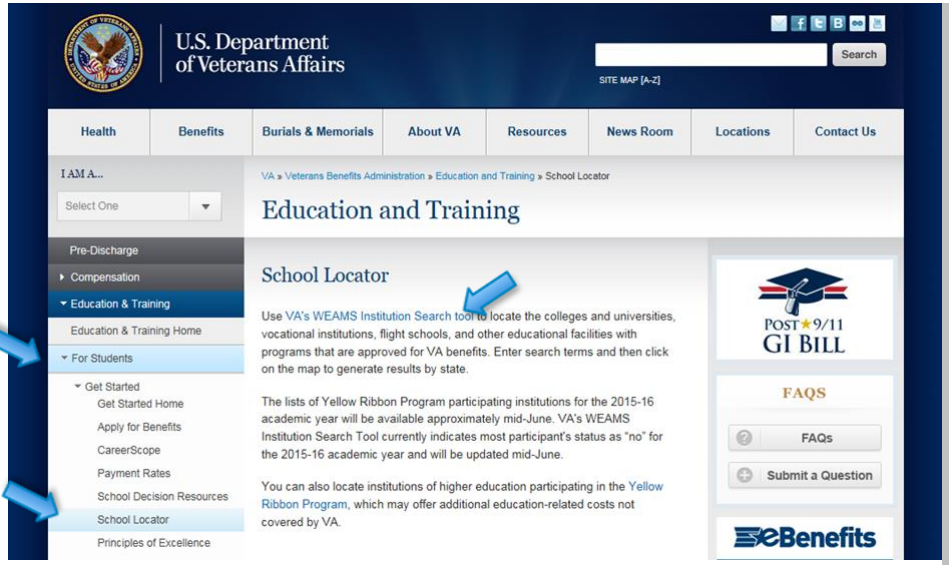
eBenefits

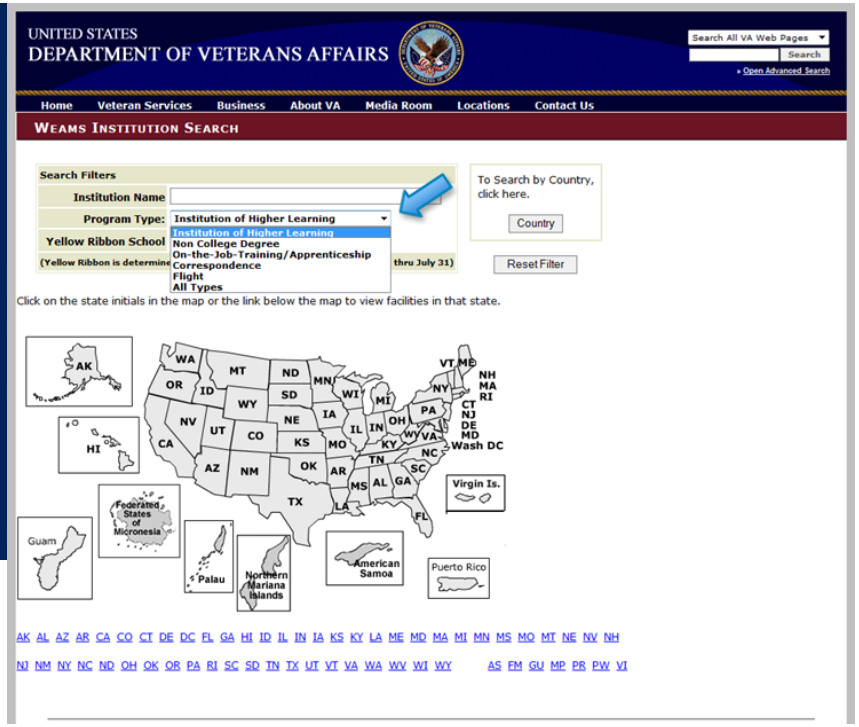
Check Your Current Post-9/11 GI Bill Enrollment Status on eBenefits

www.ebenefits.va.gov

VERIFY SCHOOL ATTENDANCE

PUBLIC WEAMS





Education Benefits › GI Bill › GI Bill® Comparison Tool

Learn about education programs and compare estimated benefits by school.

Step 1: Tell Us About Yourself

Military Status:

Veteran

Which GI Bill benefit are you thinking of using?

Post-9/11 GI Bill (Ch 33)

Cumulative Post 9-11 Active Duty Service:

36+ months: 100% (includes BASIC)

Whether you want to apply your GI Bill benefits to college classes or an on-the-job training program, this tool will help you make the most of them.

$ Tuition & Fees

$ Housing

$ Books

Step 2: About Your School

Will you be taking classes online?

○ All ◉ No ○ Both

Enter a city, school or employer name:

City, school or employer name

Search Schools

Additional Resources

1. Explore Your Career
2. GI Bill Comparison Tool
3. Choose a School
4. Apply for GI Bill
5. Succeed in School
6. Find Employment

What's Your Plan?

Transitioning to civilian life takes preparation, research, planning, and the right tools. We're here to help you make the right decisions on where to use your hard earned benefits!

U.S. Department of Veterans Affairs

Search

SITE MAP [A-Z]

Health | Benefits | Burials & Memorials | About VA | Resources | News Room | Locations | Contact Us

I AM A...

Select One

- Pre-Discharge
- Compensation
- Education & Training
  - Education & Training Home
  - For Students
  - For School Administrators
  - About GI Bill
  - Contact Us
- Vocational Rehabilitation & Employment
- Home Loans
- Life Insurance
- Pension
- Special Groups
- Services
- Applying for Benefits
- Locations
- VBA Claims Transformation
- VBA Performance
- Media and Publications
- About VBA

.va.gov/gibill/index.asp

VA » Veterans Benefits Administration » Education and Training » Feedback » Feedback

Education and Training

Feedback

VA GI Bill Feedback System

WHEN SHOULD YOU SUBMIT A COMPLAINT

You may submit a complaint if your school or employer is failing to follow the Principles of Excellence. VA will review the following types of complaints:

Recruiting/Marketing Practices	Quality of Education
Accreditation	Grade Policy
Financial Issues (e.g. Tuition/Fee charges)	Release of transcripts
Student Loans	Transfer of Credits
Post-Graduation Job Opportunities	Refund Issues
Change in Degree Plan/Requirements	Other

Submit Your Feedback Now

Questions about your eligibility and payments under the GI Bill should be directed to the "Ask a Question" section of our website.

If you are not using VA education benefits please file your complaint with the

Post 9/11 GI Bill

FAQS

FAQs

Submit a Question

eBenefits

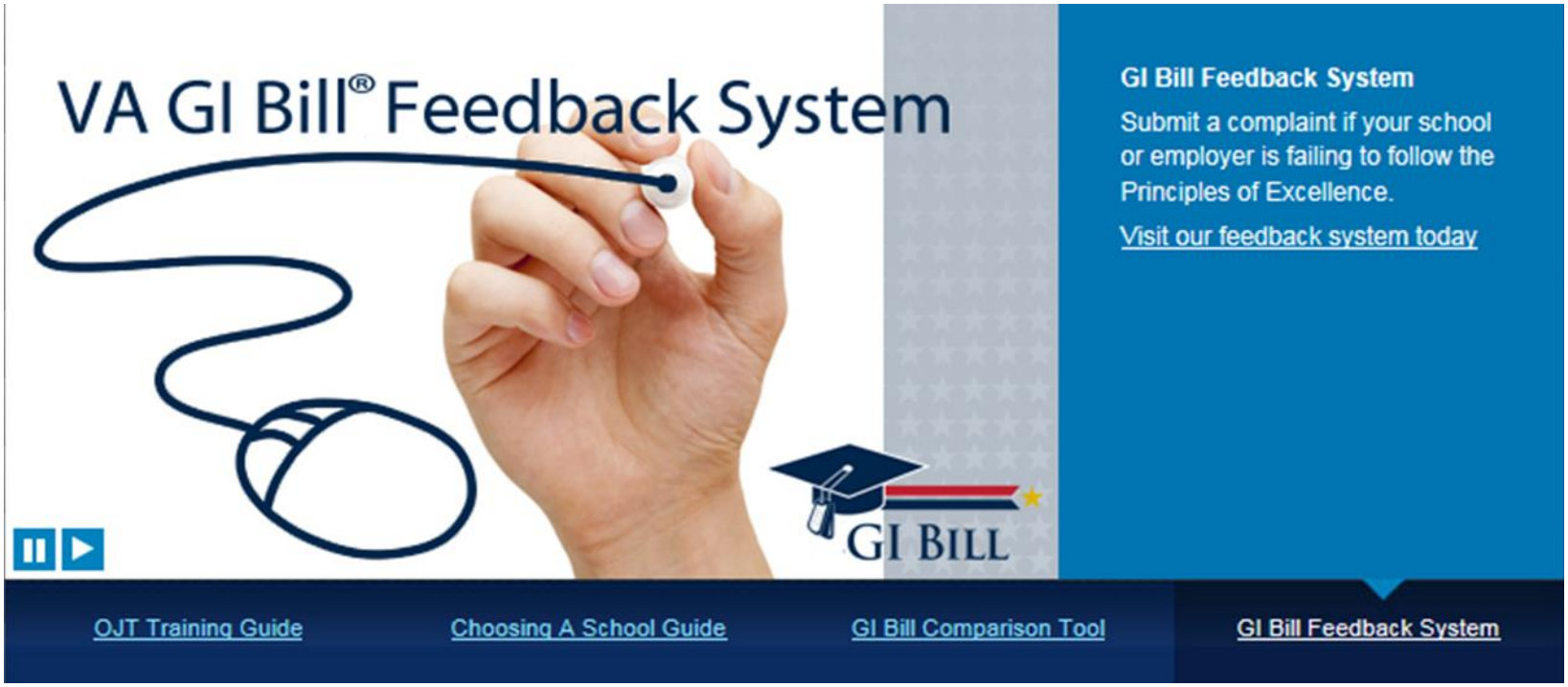
Check Your Current Post-9/11 GI Bill Enrollment Status on eBenefits

www.ebenefits.va.gov

VERIFY SCHOOL ATTENDANCE

Keep receiving education and training benefits from VA by verifying your attendance.

GI Bill® Feedback System & Complaint Process



http://www.benefits.va.gov/GIBILL/Feedback.asp

GI Bill® Feedback System

- January 2014, VA in partnership with DoD, ED, FTC, DoJ , and CFPB launched the GI Bill® Feedback System aka Principles of Excellence Complaint System (PoECS).

- Allows VA, with state and federal agencies, to work with institutions to address issues on behalf of Veterans, Servicemembers, and their dependents utilizing VA educational benefits.

- Allows recipients of VA educational benefits to submit complaints against educational institutions or employers they believe have acted erroneously, deceptively, or misleading practices or failed to follow the PoE.

Complaint Process

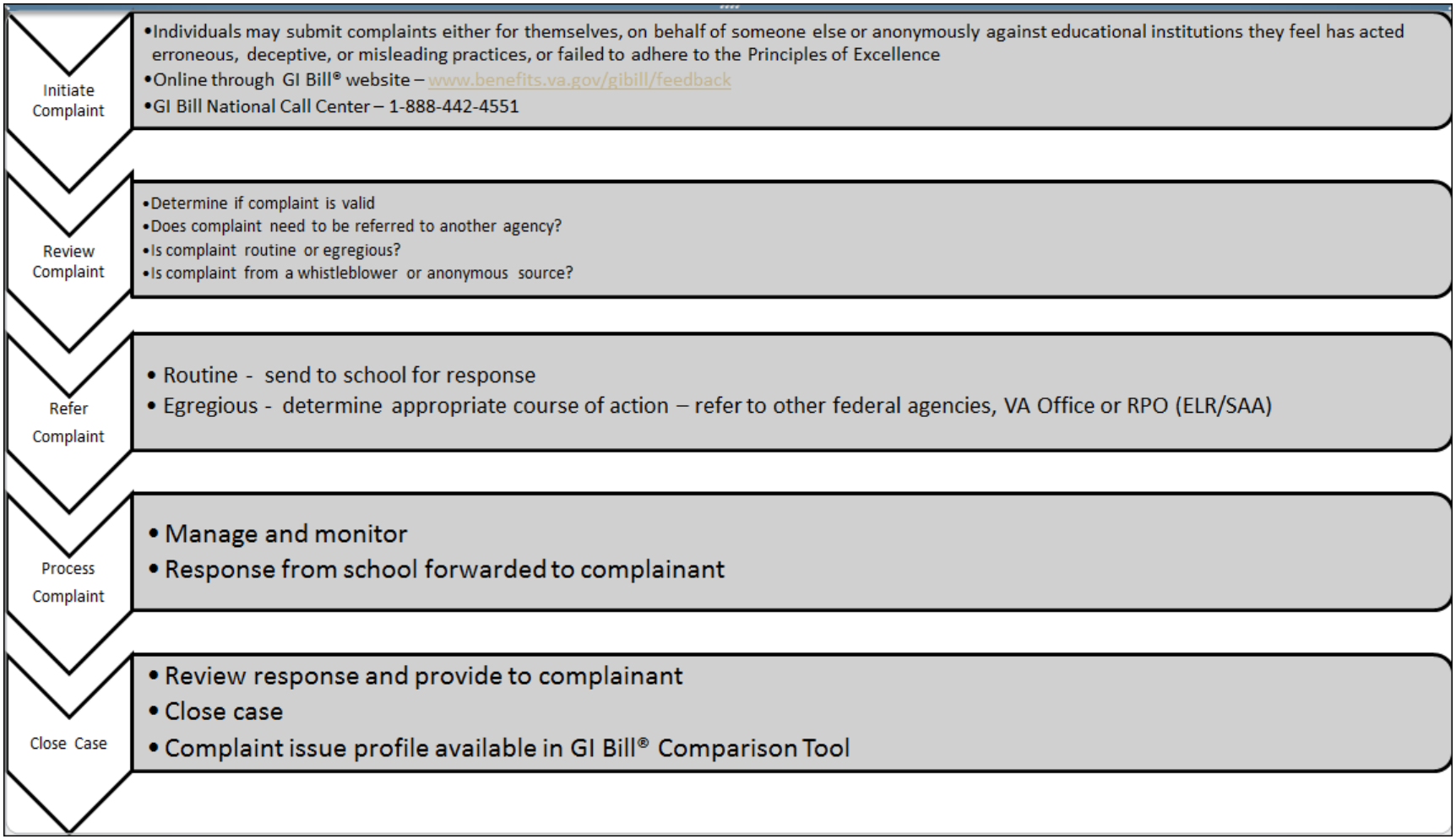
- Complaint system is used by VA personnel (VACO, ELR, ECSS's) and SAAs to track and manage cases submitted by individuals, coordinate with educational institutions, and provide feedback throughout the process with the complainant

- Schools should adhere to the "Principles of Excellence" to provide high-quality student support and services to Veterans, Servicemembers, and their eligible family members eligible for or receiving VA education benefits

- VA requests schools:
  - Review the complaint, individual file, and school policies
  - Provide a response to the complaint within 30 days via email to process.vbavaco@va.gov using the following guidelines:
    - reference the case number
    - respond to the complaint
    - use school letterhead
    - response with proposed resolution

- Complaints provide institutions the opportunity to review their policy and procedures for improvement

Complaint Process



Complaint Process

Complaints (as of Feb 12, 2017)			
Year	PoE Related	Not PoE	Total
2014	1507	933	2440
2015	1948	813	2761
2016	937	1466	2403
2017	160	63	223
Total	4552	3275	7827

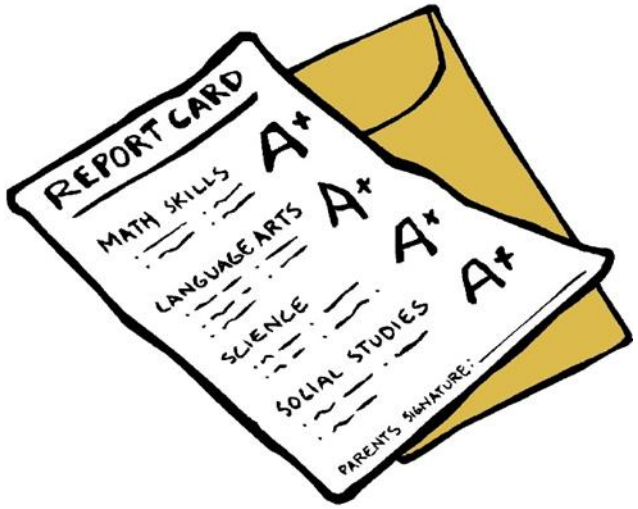
Issue(s) - PoE Related	
Financial Issues (e.g. Tuition/Fee charges)	2348
Quality of Education	1230
Other	1210
Recruiting/Marketing Practices	805
Student Loans	797
Refund Issues	692
Accreditation	648
Transfer of Credits	618
Post-graduation Job Opportunities	480
Change in degree plan/requirements	455
Grade Policy	407
Release of Transcripts	339

GI BILL® FEEDBACK SYSTEM

Information and Questions

- Questions about the GI Bill Complaint System and subsequent data may be directed to VA's Education Service at (202) 461-9800 or 22.VBACO@va.gov.
- Information about the Department of Defense Postsecondary Education Complaint System is available at http://www.militaryonesource.mil/voluntary-education/complaint.
- Information about the Department of Education's Postsecondary Complaint System is available at https://www.studentaid.gov/types/grants-scholarships/military#complaint.

Outcome Measures



Outcome Measures

Executive Order 13607 (Background)

- VA is required to develop and publish outcome measures, which will support Veterans, Servicemembers, and their family members in making the most informed educational decisions

- VA, Department of Education (DoED), and Department of Defense (DoD) have been working in collaboration over the past 5 years to develop, define, and publish outcome measures that will provide information on available educational programs

Outcome Measures

Measures

Persistence Rate

- Measures full-time and part-time Post-9/11 GI Bill Student Veterans' attendance at any school from the first to the second year.

Retention Rate

- Measures full-time and part-time Post-9/11 GI Bill Student Veterans' attendance at the same institution from the first to second year.

Transfer-Out Rate

- Applies to 2-year IHL schools only, measures full-time and part-time Post-9/11 GI Bill Student Veterans' who transfer within 150% (3 years) and 200% (4 years) of normal program length.

Outcome Measures

Measures

Certificate Completion

- Measures full-time and part-time Post-9/11 GI Bill Student Veterans' certificate of completion at an approved school (which is not an Institution of Higher Learning) that is reported within the VA system while the student is using benefits.

Graduation Rate

- Measures full-time and part-time Post-9/11 GI Bill Student Veterans' graduation or certificate completing at an Institution of Higher Learning that is reported within the VA system while student is using benefits.

4-Year Graduation Rate Update

- The graduation data was originally based on first-time Post-9/11 GI Bill Servicemembers/Veterans who have **not** used prior Education benefits. Enrollments at flight/correspondence facilities were not included.

- The graduation data has been updated to reflect all Veterans/Servicemembers who have used the Post-9/11 GI Bill benefit. This includes all Veterans/Servicemembers who may have used prior Education benefits. i.e. Chapter 30, 1606, 1607. Enrollments at flight/correspondence facilities were not included.

Outcome Measures

Time Line

- August 10, 2016 – VA sent out 4-year IHL preview data to schools
- September 29, 2016 – VA sends out letter postponing the reporting of 4-year IHL data
- December 01, 2016 – Graduation data is revised to include all users of Post9/11 GI Bill
- January 12, 2017 – Data refreshed to show updated 2-year IHL rates, as well as 4-year IHL graduation rates
- February 15, 2017- May 31, 2017 – Data validation
- September 2017 – Publication to the Comparison Tool

Outcome Measures
Questions?

- **What if schools have questions regarding the data?**

  School officials should send their questions to:

  outcomemeasures.vbavaco@va.gov

Education & Training Resources
School Training & Information Resources Recap

GI Bill® website: http://www.benefits.va.gov/gibill/

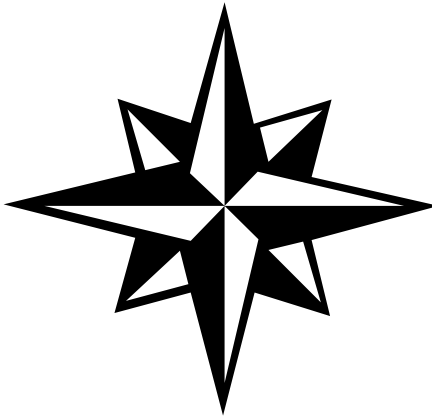
Right Now Web (VA's Internet Inquiry System in the "Ask a Question" section of the GI Bill® website): https://gibill.custhelp.com/app/utils/login_form/redirect/ask

VA Debt Management Center - email address: dmc.ops@va.gov

Florida Association of Veteran Education Specialists: www.flfaves.org

Scholarships for Children and Spouses of Deceased or Disabled Veterans: www.floridastudentfinancialaid.org

QUESTIONS?



This PowerPoint presentation was created by Cynthia Kujawski, Supervisory ELR, May 2015. Last revised February 2017.
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