

2019 AVECO Conference VA Education Call Center (ECC)



Welcome

Welcome to the 2019 ECC presentation where we will cover how education calls on the SCO Hotline are handled to include:

- SCO verification (WEAMS)
- Electronic folder search (TIMS)
- 1999, 1999B and AM1999
- BDN End Product (EP)
- Long Term Solution (LTS) and BDN Award

Topics

- VA systems
- VAONCE accuracy
- Report of Contact
- Education Case Manager (ECM) role
- Building rapport with our partners



Interesting SCO Hotline Facts

- ECC answered nearly 2.5 million calls for FY18
- ECC answered 224K SCO calls for FY18
- Average talk time per SCO call is 6.5 minutes
- August average is 1200 SCO calls per day
- Currently 32 ECM's answer SCO calls

Slide 4

HPJV1

Haas, Philip J., VBAMUSK, 05/28/2019

SCO Verification/WEAMS

VA Form 22-1998

Name: OKLAHOMA STATE UNIVERSITY-MAIN CAMPUS

Mailing Address

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 City/State/Zip: [REDACTED]
 County: [REDACTED]
 Foreign Postal Code: [REDACTED]
 State/Province: [REDACTED]
 Country: USA
 Mil. Post Office: [REDACTED]
 Mil. Address: [REDACTED]

Physical Address

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 City/State/Zip: [REDACTED]
 County: [REDACTED]
 Foreign Postal Code: [REDACTED]
 State/Province: [REDACTED]
 Country: USA
 Mil. Post Office: [REDACTED]
 Mil. Address: [REDACTED]

Phone: Type Number

Daytime [REDACTED]
 Fax [REDACTED]

E-Mail: [REDACTED]

Facility Code: 1180 [REDACTED]

Status: Approved on 01/17/2007 Revision Date: 11/29/2016

App Law: 3 - Approved Branch Y
 For All Location: 35% Waiver: Y

Advanced Y VA Checks To: Y IHL Exempt: Y
 Payments: [REDACTED]

Full Time Undergraduate: 12	Full Time Semester Modifier:	Graduate: 9
Enrollment Limit: 9999	Enrollment Limit Indicator:	Course Limit: 99
Distance Learning: Y	Cooperative: N	Practical Training: Y
Remedial Training: Y	Accreditation: Y	Consortium: N
Air Agency Cert. Date:	Title VI: Compliance Established	VA-ONCE: Y
Reporting Fee Eligible Bar:	Pay List: Y	Registered APP: N
National Approval: N	IHL with Flight: N	Executive Order 13607: Y
Federal Approval: N	Priority Enrollment: N	Online Only: N
Independent Study: N		
Remarks: *MOU DTD 031704* 35% Waiver 041515. UPD EFT PER LTR REC 120512. APP NEW NCD PROGS EFF 08/19/2013. UPD SCO PER 8794 DTD REC 01/02/14. W/D BS AEROSPACE ADMIN & OPERATIONS - PROF PILOT EFF 01/01/2016. UPD SCO PER 8794 REC 03/15/16. APP 15-16 CAT. CERTS. POLS EFF 08/17/2015. UPD SCO PER 8794 REC 08/26/16. APP NEW PROG EFF 08/15/16. UPD SCO PER 8794 REC 07/31/17. UPD SCO PER 8794 REC 12/06/17. APP 16-17 CAT. POLS, T&F, OFFS, ACA, FAC EFF 11/29/16.		

Facility Codes

Campus Name	Facility Code	Main Branch Indicator
OKLAHOMA STATE UNIVERSITY-MAIN CAMPUS	1180 [REDACTED]	Y

Designated Certifying Officials

Name	Title	Phone Email	Status	Priority
[REDACTED]	ASSISTANT REGISTRAR	[REDACTED]	APRVD 2	
[REDACTED]	SCO	[REDACTED]	APRVD Primary	

WEAMS IHL/NCD Programs

IHL Programs			
Code	Description	Effective Date	Withdrawal
021	BA AMERICAN STUDIES	08/22/2005	
Remarks:			
021	BA ART	08/22/2005	
Remarks: APP OPTIONS: ART HISTORY, STUDIO ART			
021	BA ECONOMICS	08/20/2007	
Remarks: APP OPTIONS: INTERNATIONAL ECONOMIC RELATIONS, GENERAL			
021	BA ENGLISH	08/22/2005	
Remarks: APP OPTIONS: CREATIVE WRITING, PROFESSIONAL WRITING, SCREEN STUDIES			
021	BA FRENCH	08/22/2005	
Remarks:			
021	BA GEOGRAPHY	08/18/2008	
Remarks:			
021	BA GEOSPATIAL INFORMATION SCIENCE	11/29/2016	
Remarks:			
021	BA GERMAN	08/22/2005	
Remarks:			
021	BA HISTORY	08/22/2005	
Remarks:			
021	BA LIBERAL STUDIES	08/22/2005	
Remarks:			
021	BA MATHEMATICS	08/22/2005	
Remarks:			
021	BA MULTIMEDIA JOURNALISM	08/20/2007	
Remarks: NAME CHG FROM JOURNALISM AND BROADCASTING TO MULTIMEDIA JOURNALISM EFF 8/22/11.			
021	BA MUSIC	08/22/2005	
Remarks:			
021	BA PHILOSOPHY	08/22/2005	
Remarks:			
021	BA POLITICAL SCIENCE	08/22/2005	
Remarks:			
021	BA PSYCHOLOGY	08/22/2005	
Remarks:			

NCD Programs							
Code	Type	Description	Length	Mode	Full Time	Mode	Effective Date
312	C	CC-ADVANCED ENGINEERING CERMAICS	10	R	12	R	09/01/2018
Remarks:							
320	C	CC-ART EDUCATION	21	R	12	R	08/15/2017
Remarks:							
208	C	CC-BIOMATERIALS	10	S	12	S	09/01/2018
Remarks:							
213	C	CC-CALS HONOR SCHOLAR	9	S	12	S	08/07/2015
Remarks:							
213	C	CC-CERAMICS	21	S	12	S	08/23/2006
Remarks:							
204	C	CC-CHALLENGE 2050 GLOBAL LEADERSHIP	10	S	12	S	08/07/2015
Remarks: AND CHANGE.							
203	C	CC-CONSTRUCTION MANAGEMENT	12	S	12	S	08/07/2015
Remarks:							
213	C	CC-DANCE IN MEDICINE	14	S	12	S	09/01/2018
Remarks:							
213	C	CC-EAST CENTRAL EUROPEAN STUDIES	14	S	12	S	08/24/2005
Remarks:							
312	C	CC-ENGINEERING INNOVATION	9	R	12	R	01/01/2017
Remarks:							
312	C	CC-ENGINEERING LEADERSHIP	9	R	12	C	01/01/2017
Remarks:							
212	C	CC-ENVIRONMENTAL HORTICULTURE MGT	15	S	12	S	08/07/2015
Remarks:							

Electronic Folder (TIMS)

TIMS (v4.0.0) MUSK-S15 Folder Processing Logged in JVBHINTPRDMD8

File Claim Document View

Case Information Claimant Information Claim Token Information Veteran Information

File/Claim Number: SSN: Benefit Type: SSN:

Payee Number: First Name: Current Queue: First Name:

Sensitivity Level: Middle Name: Status: Middle Name:

Facility Code: Last Name: Claim Type: Last Name:

Claim Token Message:

New	Status	Document ID	Benefit Type	Doc Type	Document Date/Time	Remark
7			CH33	E1999	05/10/2019 15:53:34	
8			CH33	E1999	05/10/2019 15:53:34	
9			CH33	E1999	04/19/2019 15:12:53	
10			CH33	E1999	04/19/2019 15:12:53	
11			CH33	BDNFN	04/02/2019 15:34:06	F95 06A 50.00 SCHL
12			CH33	BDNFN	04/02/2019 14:54:31	BUCKSLIP 50.00
13			CH33	AWARD	04/02/2019 13:27:12	PCLR 400 LJR
14			CH33	COPYA	04/02/2019 13:25:32	RTD FUNDS TO SCHOOL LTR
15			CH33	CORRF	04/02/2019 13:25:03	COMPLETED RTD CK WS 04/02/19
16			CH33	WEAMS	03/27/2019 07:22:14	
17			CH33	RTN33	03/27/2019 07:21:30	DMC 75B STUB ALTERED
18			CH33	RTN33	03/27/2019 07:17:03	SCHOOL CK
19			CH33	RTN33	03/19/2019 12:54:17	INITIAL RET CK WS \$3140.00 / \$3090.00 / \$50.00
20			CH33	E1999	03/01/2019 16:16:26	
21			CH33	E1999	03/01/2019 16:16:26	

Total 174 Documents in the Folder

1999

Enrollment Certification VA-Once ver.P057 Chapter 33

EP Established

VA File Number

CertID: 4486

TransID: 167

Student Information

Type of Training
Undergraduate

Name of Program
BA PSYCHOLOGY;021;175

Credit for Prior Training
NA

Enroll Dates	Res	Dist	R/D	Clock	T&F
Yellow Ribbon	TT/FT-				
Program					
Begin	End	Hrs	Hrs	Hrs	Amt
Amount	Out St				
Chg					
06/10/2019	08/02/2019	0.0	4.0		\$0.00

CERTIFICATION: All Provisions on VA Form 22-1999 Are Certified.

Date School Information

Signed

05/22/2019

EC

UNIVERSITY OF

Facility Phone #

Facility Code 1180

Electronically Received by VA: 05/23/2019

VA Form 22-1999

March 2009 OMB Control No. 2900-0073

A CHANGE IN VADIR SERVICE DATA HAS BEEN DETECTED

1999B

Notice of Change In Student Status VA-Once ver.P057 Chapter 33

NOV 2008 OMB Control No. 2900-0156

VA File Number

ADVERSE ACTION LETTER PRODUCED

MULTIPLE AMENDMENTS WITH THE SAME REDUCTION TYPE FOR

ONE ENROLLMENT EXIST ON THE WORK PRODUCT

EP Established

CertID: 4488

TransID: 167

Student information

Enroll Dates	Revised	Res	Dist	R/D	Clock	T&P
Yellow Ribbon	TT/FT=					
	End Date					
Program						
Begin	End	Hrs	Hrs	Hrs	Hrs	Amt
Amount	Out St					
	Chg					
01/07/2019	04/27/2019	12.0	0.0			
\$6,242.00						

Adjustment Change In Student Status Certification

01/07/2019	04/27/2019	9.0	0.0
\$4,689.00			
*** Reduction after drop period - punitive grades assigned *** Effective			
02/15/2019	***		
01/07/2019	04/27/2019	6.0	0.0
\$3,126.00			
*** Reduction after drop period - punitive grades assigned *** Effective			
04/15/2019	***		

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

Date School Information

Signed

05/23/2019

EC

UNIVERSITY

Facility Phone #

Facility Code 1100

Electronically Received by VA: 05/24/2019

VA Form 22-1999b

AM1999

Enrollment Certification VA-Once ver.P057 Chapter 33

VA File Number
[REDACTED]

VA Form 22-1999

March 2009 OMB Control No. 2900-0073

Student Information
[REDACTED]

Type of Training
Graduate

Name of Program
DOCTOR OF MEDICINE - YEAR 3;042;143

Credit for Prior Training
NA

Enroll Dates	Res	Dist	R/D	Clock	T&F
Yellow Ribbon	TT/PT=				
Program					
Begin	End	Hrs	Hrs	Hrs	Amt
Amount	Out St				
Chg					
05/11/2019	12/20/2019	18.0	0.0		\$23,309.00
	9.0				

Remarks

05/11/2019-12/20/2019: Amends training period (05/11/2019-12/20/2019) on 1999
dated: 05/13/2019

CERTIFICATION: All Provisions on VA Form 22-1999 Are Certified.

Date

Signed

05/21/2019

School Information

EC [REDACTED]

[REDACTED] STATE UNIVERSITY-MEDICINE

[REDACTED]

[REDACTED]

[REDACTED]

Facility Phone # [REDACTED]

Facility Code 1180 [REDACTED]

Electronically Received by VA: 05/22/2019

CLAIMANT HAS AN OPEN CHAPTER 33 END PRODUCT IN BDN
WORK PRODUCT IN PROGRESS. ONE OR MORE
ENROLLMENTS/AMENDMENTS HAVE BEEN ADDED TO THE VAONCE INBOX.
EP Pending when Cert Received - No New EP

Established

CertID: 4486 [REDACTED]

TransID: 16 [REDACTED]

BDN End Product

P01 PENDING ISSUE FILE CLAIM STATUS 05-29-19
FILE NUMBER [REDACTED] -00 END PRODUCT 350 NAME [REDACTED]
NAME & ADDRESS CLAIM HISTORY
VETERAN STUB [REDACTED] EMPL STA DATE DISPOSITION
PAYEE STUB [REDACTED] 331 05-25-19 ESTABLISHMT
POWER OF ATTY NONE
CLAIM TYPE CH33
CLAIM DATE 05-22-19
SUSPENSE DATE 06-24-19
SECTION/UNIT 0221
CLAIM JURISDICTION 331
FIDUCIARY FILE LOC
CLAIM LOCATION 05-25-19 ADJUDICATION
FOLDER LOCATION
EMPLOYEE NO. [REDACTED]
EMPLOYEE STATION 331
EMPLOYEE NAME [REDACTED]

NEXT SCREEN

LTS Work Product Summary

Work Product Summary

WORK PRODUCT SUMMARY Log Out | Help
 (build 6.7.3.ab6568b744)

Chapter 33

TASKLIST
[CLAIMANT'S WORK PRODUCT HISTORY](#) [LETTER INFORMATION](#)
[WORK PRODUCT SUMMARY](#) [PAYMENT INSTRUCTIONS](#)

File Number: [REDACTED]
 6X Availability: Available

Eligibility Date: 06/29/2014
 Benefit Level: 100%
 Delimiting Date: [REDACTED]
 Original Entitlement: 36-00
 Used Entitlement: 13-16
 Remaining Entitlement: 22-13

Payments and Authorization
 Date Last Paid: 04/24/2019
 Authorize and Pay Automatically

Service Periods: [REDACTED] Claim

Enter on Duty	Release from Active Duty	Branch of Service	Activation Status	Character of Service	Separation Reason	Creditable Service	Training	Excluded	Lost Time	Creditable Days
03/31/2014	09/11/2016	Army	N/A	Honorable	Disability	Yes	0	0		896

Entitlement Summary

Chapter 33 Start Date: [REDACTED] Election

Entitlement Used: [REDACTED] Election Date: 01/31/2017

Chapter 30: 00-00 Used: [REDACTED] Benefit Relinquished: Chapter 30

Chapter 33 Entitlement Exhaustion: [REDACTED] Chapter 30 Remaining: 29-00

Chapter 33 Used: 13-16

Exhaustion Date: [REDACTED]

Entitlement Transferred Out

SSN	Name	Relationship	Begin Date	End Date	Ch33 Entitlement	Chapter 30 Kicker	Chapter 1606 Kicker
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Periods of Chapter 33 Non Participation

[https://chapter33.federation.va.gov/claims/summary?workProductKey=138713653\[05/29/2019 1:33:56 PM\]](https://chapter33.federation.va.gov/claims/summary?workProductKey=138713653[05/29/2019 1:33:56 PM])

Work Product Summary

Reason	Start Date	End Date	Notes
Kickers & Supplementals			
Type	Start Date	End Date	\$/Month Initial Remaining
Enrollment Summary			
► 04/30/2019 - 05/28/2019	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 03/26/2019 - 04/23/2019	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 02/19/2019 - 03/19/2019	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 01/15/2019 - 02/12/2019	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 11/27/2018 - 01/08/2019	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 10/23/2018 - 11/20/2018	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 09/18/2018 - 10/16/2018	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 08/14/2018 - 09/11/2018	Undergrad	[REDACTED]	UNIVERSITY OF [REDACTED] 060 BS BUSINESS
► 07/02/2018 - 08/09/2018	Undergrad	[REDACTED]	[REDACTED] 095 LIBERAL ARTS & SCIENCE-MATH & NATURAL SCIENCE
► 05/21/2018 - 06/28/2018	Undergrad	[REDACTED]	[REDACTED] 095 LIBERAL ARTS & SCIENCE-MATH &

[https://chapter33.federation.va.gov/claims/summary?workProductKey=138713653\[05/29/2019 1:33:56 PM\]](https://chapter33.federation.va.gov/claims/summary?workProductKey=138713653[05/29/2019 1:33:56 PM])

LTS WPS Cont.

Work Product Summary

COMMUNITY COLLEGE		NATURAL SCIENCE	
01/16/2018	05/08/2018	Undergrad	095 Liberal Arts & Sciences - Math & Natural Science
COMMUNITY COLLEGE			

Payable Intervals

Begin Date	End Date	ROP

Net Awards

Recurring Payments

Type of Payment	Begin Date	End Date	Housing	CH33 Kickers	CH33 Supplemental	CH30 Kickers	CH1606 Kickers	Cost Code	Payment Action	Maturation
06H - Recurring Payment	04/30/2019	05/28/2019	\$859.50					0FD		04/30/2019

Lump Sum Payments

Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation
06O - Books & Supplies	0FD		04/30/2019	05/28/2019		\$125.00		05/13/2019
06S - Tuition & Fees	0FD		03/26/2019	04/23/2019		\$1,377.81		05/13/2019

Lifetime Awards

Recurring Payments

Begin Date	End Date	Housing	CH33 Kickers	CH33 Supplemental	CH30 Kickers	CH1606 Kickers
04/30/2019	05/28/2019	\$859.50				
03/26/2019	04/23/2019	\$859.50				
02/19/2019	03/19/2019	\$859.50				
01/15/2019	02/12/2019	\$859.50				
11/27/2018	01/08/2019	\$859.50				
10/23/2018	11/20/2018	\$859.50				
09/18/2018	10/16/2018	\$859.50				
08/14/2018	09/11/2018	\$859.50				
07/02/2018	08/09/2018	\$2,089.60				

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Work Product Summary

05/21/2018	06/28/2018	\$2,089.60
04/01/2018	05/08/2018	\$2,089.60
01/16/2018	03/31/2018	\$2,612.00

Lump Sum Payments


Type of Payment	Term Begin Date	Term End Date	Facility Code	Payment Amount
06O - Books & Supplies	04/30/2019	05/28/2019		\$125.00
06O - Books & Supplies	03/26/2019	04/23/2019		\$125.00
06O - Books & Supplies	02/19/2019	03/19/2019		\$125.00
06O - Books & Supplies	01/16/2019	02/12/2019		\$125.00
06O - Books & Supplies	11/27/2018	01/08/2019		\$125.00
06O - Books & Supplies	10/23/2018	11/20/2018		\$125.00
06O - Books & Supplies	09/18/2018	10/16/2018		\$125.00
06O - Books & Supplies	08/14/2018	09/11/2018		\$125.00
06O - Books & Supplies	07/02/2018	08/09/2018		\$125.00
06O - Books & Supplies	05/21/2018	06/28/2018		\$125.00
06O - Books & Supplies	01/16/2018	05/08/2018		\$541.67
Tuition	03/26/2019	04/23/2019		\$1,377.81
Tuition	02/19/2019	03/19/2019		\$1,377.81
Tuition	01/15/2019	02/12/2019		\$1,377.81
Tuition	11/27/2018	01/08/2019		\$1,377.81

[https://chapter33.federation.va.gov/claim/summary?workProductKey=138713653\[05/29/2019 1:33:56 PM\]](https://chapter33.federation.va.gov/claim/summary?workProductKey=138713653[05/29/2019 1:33:56 PM])

BDN Award

M22	CH33 PAYMENT HISTORY				05-29-19	
FILE NUMBER		NAME:			STA NUM: 351	
DATE	TRANS	COST	PAY AUTH	PROCEEDS	OFFSET/APPLD	PAYMENT AMT
05-21-19	FFP	0FD	802.20			802.20
05-13-19	06S	0FD	1377.81			1377.81
05-13-19	060	0FD	125.00			125.00
05-13-19	06H	0FD	28.65			28.65
04-22-19	FFP	0FD	658.95			658.95
04-19-19	06S	0FD	1377.81			1377.81
04-19-19	060	0FD	125.00			125.00
04-19-19	06H	0FD	143.25			143.25
03-21-19	FFP	0FD	544.35			544.35
02-28-19	06S	0FD	1377.81			1377.81
02-28-19	060	0FD	125.00			125.00
02-28-19	06H	0FD	343.80			343.80
02-21-19	FFP	0FD	343.80			343.80
02-14-19	06S	0FD	1377.81			1377.81
02-14-19	060	0FD	125.00			125.00
PAYMENT HISTORIES						
EARLIER 31				LATER 00		NEXT SCREEN



 Department of Veterans Affairs		VA OFFICE VARO (351)	IDENTIFICATION NOS. (C, XC, SS, XBS, V, K, etc.)
REPORT OF CONTACT <small>(NOTE: This form must be filed out in ink or on typewriter, as it becomes a permanent record in veterans' folder.)</small>			
LAST NAME - FIRST NAME - MIDDLE NAME OF VETERAN (Type or print)		DATE OF CONTACT	
ADDRESS OF VETERAN		TELEPHONE NO. OF VETERAN (include Area Code)	
PERSON CONTACTED		TYPE OF CONTACT (CHECK) <input type="checkbox"/> PERSONAL <input checked="" type="checkbox"/> TELEPHONE	
ADDRESS OF PERSON CONTACTED		TELEPHONE NO. OF PERSON CONTACTED (Include Area Code)	
BRIEF STATEMENT OF INFORMATION REQUESTED AND GIVEN			
DIVISION OR SECTION		EXECUTED BY (Signature and Title)	

VA FORM MAY 1990

119

EXISTING STOCK OF VA FORM 118, JUL 1977,
WILL BE USED

Enhancing Partnerships

The ECC has a single purpose which is providing the highest levels of customer service to our Veterans and their families while assisting them with their VA education benefits. The most strategic partnership in this endeavor is with our School Certifying Officials.

OUR SCO'S ROCK!

Questions

