#### 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

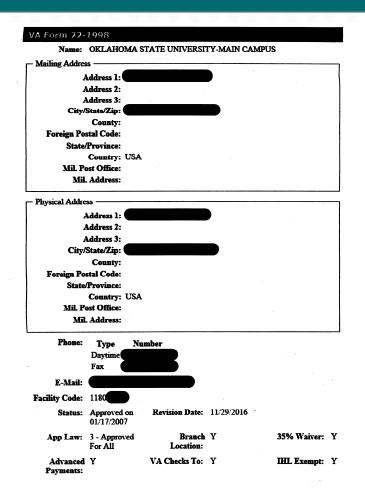
VETERANS BENEFITS ADMINISTRATION

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#### Slide 4

**HPJV1** Haas, Philip J., VBAMUSK, 05/28/2019

## SCO Verification/WEAMS



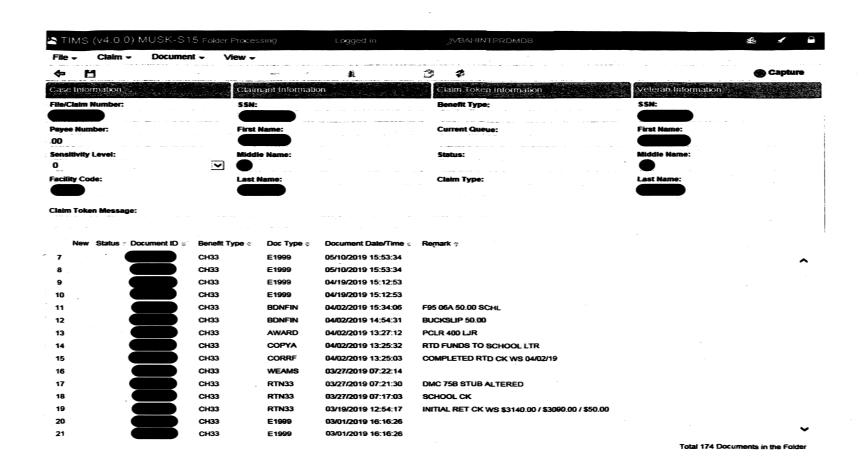
Full Time Undergraduate:	12	Full Time Modifier:	Semester	Graduate: 9
Enrollment Limit:	9999	Enrollment Limit Indicator:	Combination	Course Limit: 99
Distance Learning:	Y	Cooperative:	N	Practical Y Training:
Remedial Training :	Y	Accreditation:	Y	Consortium: N
Air Agency Cert. Date:		Title VI:	Compliance Established	VA-ONCE: Y
Reporting Fee Bar:	Eligible	Pay List:	Y	Registered N APP:
National Approval:	••	IHL with Flight:	N	Executive Y Order 13607:
Federal Approval:	•••	Priority Enrollment:	N	Online Only: N
Independent Study:				
	DTD REC 01/ PROF PILOT 15-16 CAT, C 08/26/16. API 07/31/17. UPI	02/14. W/D BS AER EFF 01/01/2016. UP/ ERTS, POLS EFF 08 NEW PROG EFF 08	OSPACE ADN D SCO PER 87 /17/2015. UPD 3/15/16. UPD S C 12/06/17. AP	MIN & OPER 8794 MIN & OPERATIONS - 194 REC 03/15/16. APP SCO PER 8794 REC GCO PER 8794 REC PP 16-17 CAT, POLS,
Facility Code	25			
Campus Name			Facility Code	Main Branch Indicator
OKLAHOMA ST CAMPUS	TATE UNIVER	SITY-MAIN	1180	Y
Designated	Certifying C	Officials		
Name 7	litle .	Phone Email		Status Priorit
_	ASSISTANT REGISTRAR			APRVD 2
<b>,</b>	CO			APRVT) Primary

## WEAMS IHL/NCD Programs

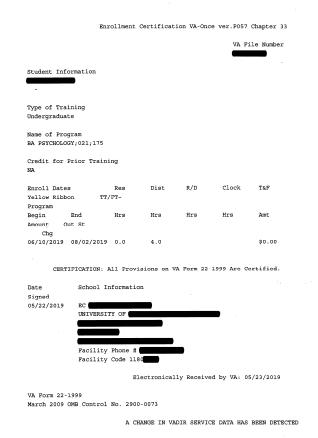
IHL Pr	ograms	
Code	Description	Effective Date Withdrawal
021	BA AMERICAN STUDIES	08/22/2005
Remarks	<u>:</u>	
021	BA ART	08/22/2005
Remarks	: APP OPTIONS: ART HISTORY, SUTDIO ART	
021	BA ECONOMICS	08/20/2007
Remarks	: APP OPTIONS: INTERNATIONAL ECONOMI	C RELATIONS, GENERAL
021	BA ENGLISH	08/22/2005
Remarks	: APP OPTIONS: CREATIVE WRITING, PROFE STUDIES	SSIONAL WRITING, SCREEN
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	<b>:</b>	
021	BA MATHEMATICS	08/22/2005
Remarks	:	
021	BA MULTIMEDIA JOURNALISM	08/20/2007
Remarks	:: NAME CHG FROM JOURNALISM AND BRO JOURNALISM EFF 8/22/11	ADCASTING TO MULTIMEDIA
021	BA MUSIC	08/22/2005
Remarks	:	
021	BA PHILOSOPHY	08/22/2005
Remarks	:	
021	BA POLITICAL SCIENCE	08/22/2005
Remarks	<b>:</b>	
021	DA BOVOTIOI OCV	00:22:2005

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

#### Electronic Folder (TIMS)



## 1999



EP Established

CertID: 4488

#### 1999B

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

VA File Number

Enroll Dates Yellow Ribbon	Revised TT/FT= End Date	Res	Dist	R/D	Clock	TEF
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

\$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  ${\tt Indicated\ And\ In\ Accordance\ With\ The\ Facts\ Shown\ Above}.$ 

Date Signed 05/23/2019

school Information



Electronically Received by VA: 05/24/2019

VA Form 22-1999b

NOV 2008 OMB Control No. 2900-0156

ADVERSE ACTION LETTER PRODUCED

MULTIPLE AMENDMENTS WITH THE SAME REDUCTION TYPE FOR

ONE ENROLLMENT EXIST ON THE WORK PRODUCT

EP Established

CertID: 4489

## AM1999

Enrollment Certification VA-Once ver.P057 Chapter 33

VA File Number

Student Information

Type of Training Graduate

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

Credit for Prior Training

9.0

NA

Enroll Da	tes	Res	Dist	R/D	Clock	T&F
Yellow Ril	bbon TT,	FT=				
Program						
Begin	End	Hrs	Hrs	Hrs	Hrs	Amt
Amount	Out St					
Chg						
05/11/201	9 12/20/2019	18.0	0.0			\$23,309.0

Remarks

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

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

Date Signed 05/21/2019



Electronically Received by VA: 05/22/2019

VA Form 22-1999 March 2009 OMB Control No. 2900-0073

CLAIMANT HAS AN OPEN CHAPTER 33 END PRODUCT IN BDN

WORK PRODUCT IN PROGRESS. ONE OR MORE

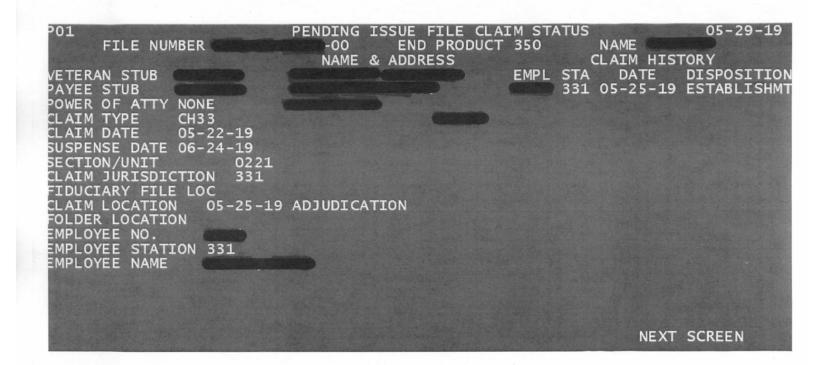
ENROLLMENTS/AMENDMENTS HAVE BEEN ADDED TO THE VAONCE INBOX.

EP Pending when Cert Received - No New EP

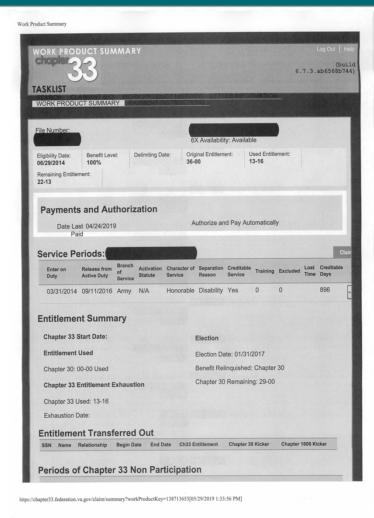
Established

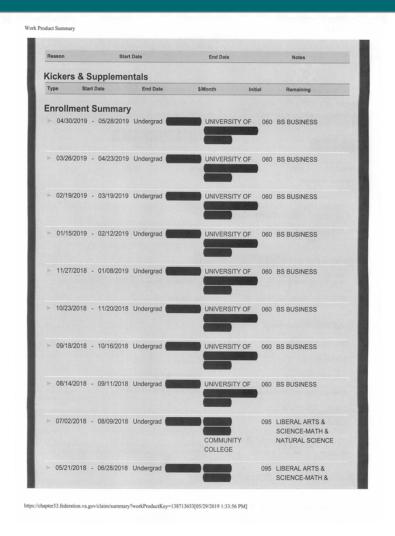
CertID: 4486

#### **BDN End Product**



#### LTS Work Product Summary



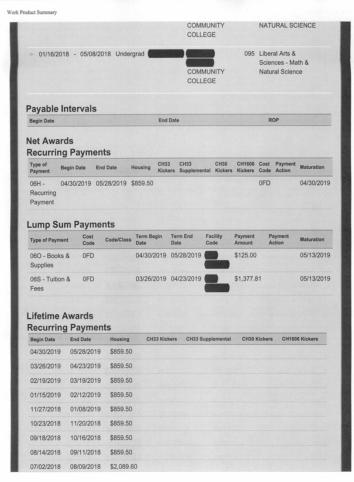


#### LTS WPS Cont.

Work Product Summary

Tultion

Tuition



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

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 End Date Payment Amount 06O - Books & Supplies 05/28/2019 \$125.00 060 - Books & Supplies 03/26/2019 04/23/2019 \$125.00 060 - Books & Supplies 02/19/2019 03/19/2019 \$125.00 06O - Books & Supplies 01/15/2019 02/12/2019 \$125.00 06O - Books & Supplies 11/27/2018 01/08/2019 \$125.00 060 - Books & Supplies 10/23/2018 11/20/2018 \$125.00 060 - 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 \$125.00 06/28/2018 06O - Books & Supplies 01/16/2018 05/08/2018 \$541.67

04/23/2019

03/19/2019

02/12/2019

01/08/2019

\$1,377.81

\$1 377 81

\$1,377.81

\$1,377.81

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

03/26/2019

02/19/2019

01/15/2019

11/27/2018

## BDN Award

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



### Report of Contact (119)

Department of Veterans Affairs		
REPORT OF CONTACT	VA OFFICE	IDENTIFICATION NOS. (C, XC, SS, XSS, V, K, etc.)
(NOTE: This form must be filled out in link or on typewriter, as it becomes a permanent record in veterans'	VARO (351)	eic.)
bider.)  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)
		PERSONAL X TELEPHONE
ADDRESS OF PERSON CONTACTED		TELEPHONE NO. OF PERSON CONTACTED (Include Area Code)
BRIEF STATEMENT OF INFORMATION REQUESTED AND GIVEN		
DIVISION OR SECTION EXE	CUTED BY (Signature and Title)	
EAC .	20.22 Di (orginamie and fibe)	

**VETERANS BENEFITS ADMINISTRATION** 

EXISTING STOCK OF VA FORM 119, 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

