



AVECO CONFERENCE

ADVANCED SCHOOL CERTIFYING OFFICIAL (SCO) TRAINING



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National Training Team – Schools
Education Service

July 2022

This is approved SCO Annual Training!

Participants will earn credit toward their annual training requirement if they...

- Remained logged into the online training for the duration of the session.
- Log onto the SCO Training Portal
- Self-certify they completed the conference training
- Print the certificate and keep for their records



Learning Objectives

Upon completion of this module, you should be able to:

Identify some of the eligible Veterans Administration (VA) Education Benefit Programs under Chapter 33

Indicate educational criteria approved to receive benefits

Identify the School Certifying Official's (SCO) responsibilities to the State Approving Agency (SAA) and VA

Define select criteria used to certify students' courses, tuition and fees

Describe the featured administrative actions completed in VA-ONCE

List points of contact to receive assistance with questions



Topics

Education Benefit Programs

Approved Educational Criteria

Criteria for Certifying Courses, Tuition and Fees

VA-ONCE

Contacts



Education Benefit Programs

EDUCATION BENEFIT PROGRAMS (1 OF 2)

Benefits for Veterans

Chapter 30

Chapter 33

Chapter 1606

Benefits for Dependents

- Chapter 35
- Chapter 33 TOE
- Fry Scholarship



EDUCATION BENEFIT PROGRAMS (2 OF 2)

Chapter 33

Yellow Ribbon

Tuition and Fees

Monthly Housing Allowance



YELLOW RIBBON (CHAPTER 33)

Yellow Ribbon Program payment is paid directly to the school on behalf of the student to help pay some/all unmet charges at IHLs.

The school enters into an agreement with VA to contribute up to 50% of expenses and VA will match.



Choose **VA**



U.S. Department
of Veterans Affairs

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.



SECTION REVIEW

Fry Scholarship allows the schools to enters into an agreement with VA to contribute up to 50% of expenses whereby the VA will match.

- True
- False



SECTION REVIEW - ANSWER

Fry Scholarship allows the schools to enters into an agreement with VA to contribute up to 50% of expenses whereby the VA will match.

False



Approved Educational Criteria

Program of Education

A combination of subjects or unit courses pursued at an educational institution. The three objectives are:

Educational

Vocational

Professional



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of Veterans Affairs



Educational

Educational objective leads to a diploma, degree, or certificate which reflects educational attainment such as:

G.E.D. (General Educational Development) certificate

High School diploma

Bachelor, Master, or Ph.D. degree



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of Veterans Affairs



Vocational

Vocational objective leads to an occupation attained after completion of a particular course or program leading to entry level employment:

Business

Technical

Trade

Vocational school

Apprenticeship or other on-the-job training



U.S. Department
of Veterans Affairs

Professional

Professional objective leads to an occupation after an individual completes an extended, college-level academic program of study.



MEASUREMENT OF COURSES

Clock Hours

Actual hours per week a student spends attending class or other instructional activities that count toward completing a program of study.

Complete 18 clock hours per week if the predominant portion is spent in the classroom

Complete 22 clock hours per week if the predominant instruction is more like shop practice

Credit Hours

The number of credits a student receives for enrolling in, and successfully completing a given course.

- Students complete a certain number of credits to complete a program
- **Does not** directly reflect the total number of a student spends in class
- Reflect each course's workload



ATTENDANCE POLICY



If a program is measured in clock hours, benefits are paid based on clock hours of attendance per week.

You **may not** extend the certified end date for students due to absences.



RESIDENT TRAINING (1 OF 2)

A course requiring regularly scheduled classes where sessions equal the number of credit hours awarded for the course.

Example:

3 credits x 16 weeks = **48** hours of class (**50** minute hours)

48 x 50 min. = **2,400** min.

2,400 minutes/16 weeks = 150 min. = 3 hours per week



Resident Training (2 of 2)



Practical Training

Certified as resident training that can be measured in either clock hours or credit hours.

Other Undergraduate Resident Training

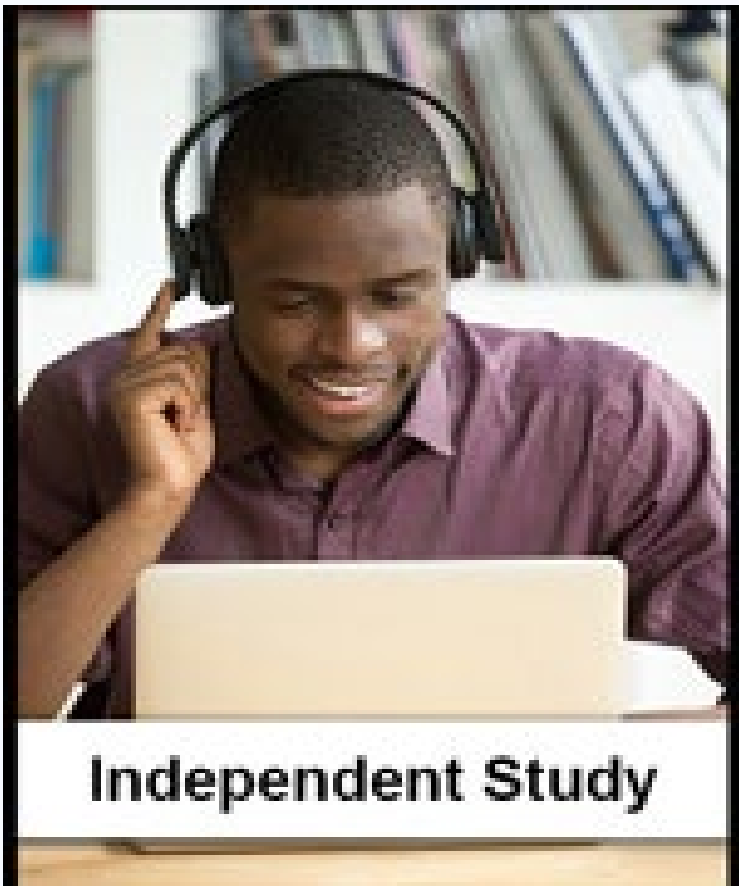
Flight training that is part of a standard undergraduate degree is considered resident training.

Graduate Resident Training

Has at least two regularly scheduled standard class sessions per term



Independent Study



Consists of interaction between the student and the instructor through the use of communications technology without regularly scheduled classroom or laboratory sessions.

Independent Study courses that do not meet resident training requirements is distance learning.





Dual Majors and Minors Policy

Dual Major

Dual majors pursued under an academic policy that defines the dual major's requirements can be certified if both majors are approved.

Minor

A minor pursued as part of an approved major can be certified, even if the minor will require additional credit to graduate.



Dual Objectives



A program of education may lead to more than one educational, professional, or vocational objective if all objectives pursued are related to a single career field.

CAUTION: The SAA must specifically approve any program which leads to dual objectives.

WHY?

*Must be approved as it is listed in the catalog



Not Approvable



Bartending

Personal Development

Avocational or Recreational



SECTION REVIEW

What are the different objectives that can be approved for education benefits? (Select all that apply)

- A. Educational
- B. Recreational
- C. Vocational
- D. Professional



SECTION REVIEW - ANSWERS

What are the different objectives that can be approved for education benefits? (Select all that apply)

- A. Educational
- C. Vocational
- D. Professional



Criteria for Certifying Courses, Tuition and Fees

Responsibilities for Reporting (1 of 3)

The forms used to keep VA informed are:

Enrollment Certification (VA Form 22-1999 - side B only) to report required enrollment information

Notice of Change in Student Status (VA Form 22-1999b) to report changes to enrollment information i.e. termination, suspension or dismissal

NOTE: Tear off the Instructions and Certifications sheet before completing the form. OMB Control No. 2900-0073
 Department of Veterans Affairs Side B
VA ENROLLMENT CERTIFICATION

IMPORTANT: Side B is for flight, correspondence, and apprenticeship or on-the-job training programs.

1. NAME OF STUDENT (First, Middle, Last) 2. VA FILE NO. (For Chapter 33 include suffix. For transferability cases, enter the veteran's social security number)

3. CURRENT ADDRESS OF STUDENT 4. SOCIAL SECURITY NUMBER OF STUDENT (If not entered in Item 2)

5. NAME OF PROGRAM

6. TYPE OF TRAINING
 FLIGHT TRAINING
 CORRESPONDENCE
 APPRENTICESHIP OR OTHER ON-THE-JOB

7. CREDIT FOR PREVIOUS TRAINING (Not Flight)

VOCATIONAL FLIGHT TRAINING (See Instructions)

8A. CREDIT ALLOWED FOR PREVIOUS EDUCATION AND TRAINING

DUAL	SOLO	GROUND SCHOOL	CERTIFICATED AND RATINGS	8B. DATE TRAINING BEGAN IN CURRENT COURSE

8C. NUMBER OF HOURS/UNITS OF INSTRUCTION IN CURRENT COURSE

DUAL	SOLO	GROUND SCHOOL	PRE-AND POST FLIGHT	OTHER	8D. TOTAL CHARGED
					\$

CORRESPONDENCE TRAINING

IMPORTANT: A VA Form 22-1999c, Certificate of Affirmation of Enrollment Agreement, MUST be signed by this student and accompany this certification form before VA can authorize payment for this correspondence course.

8A. DATE FIRST LESSON SENT TO STUDENT 8B. NUMBER OF LESSONS FOR WHICH STUDENT IS ENROLLED 8C. CHARGE PER LESSON TO STUDENT 8D. WERE ANY LESSONS SERVICED BEFORE THE DATE ENTERED IN ITEM 8A?
 YES NO (If "Yes," show lesson number and date serviced in Item 11, "Remarks.")

APPRENTICESHIP AND OTHER ON-THE-JOB TRAINING

IMPORTANT: A signed copy of the training agreement outlining the training program and wage scale as approved by the State Approving Agency or VA, or for apprentices, any document signed by the trainee incorporating this agreement by reference must be attached to this form. (Show monthly number of hours worked to date in Item 11, "Remarks.")

10A. TRAINING DATES (Month, Day, Year)		10B. TYPE OF TRAINING <input type="checkbox"/> APPRENTICESHIP <input type="checkbox"/> OTHER-ON-THE-JOB	10C. NUMBER OF HOURS TRAINEE IS EMPLOYED PER WEEK IN TRAINING PROGRAM		10D. NUMBER OF HOURS IN STANDARD WORK WEEK	
BEGINNING	ENDING		HRS.	HRS.	HRS.	HRS.

11. REMARKS

CERTIFICATIONS - The provisions described in paragraphs (1) through (14) on the attached sheet are certified.

12A. FACILITY CODE 12B. SCHOOL NAME AND ADDRESS

12C. TELEPHONE NUMBER OF CERTIFYING OFFICIAL 12D. SIGNATURE OF CERTIFYING OFFICIAL 12E. DATE SIGNED

VA FORM 22-1999 JUN 2011 SUPERSEDES VA FORM 22-1999, MAR 2009, WHICH WILL NOT BE USED.



Responsibilities for Reporting (2 of 3)

Keep up-to-date on current VA rules and benefits.

Provide a current e-mail address to your ELR

Read/maintain VA bulletins provided by your ELR

Attend VA training opportunities

Maintain records and make them available for inspection.

VA papers submitted and records of training progress, program pursuit, etc.

At least three years of records following the student's/trainee's last date of attendance



RESPONSIBILITIES FOR REPORTING (3 OF 3)

Other responsibilities include ensuring:

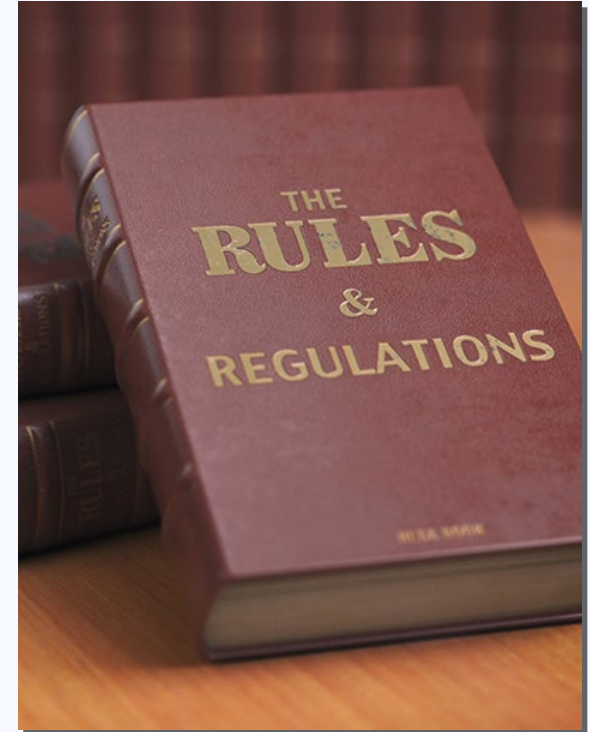
- Courses are approved by the SAA and VA
- Courses meet the student's learning objective
- Courses are not a repeat of previously passed courses
- Any changes to a student's status is promptly reported
- Programs meet 85/15 rule



STANDARDS OF PROGRESS (1 OF 2)

Both accredited and non-accredited schools must enforce Standards of Progress (SOP) and conduct

Only **non-accredited schools** are required by federal law to have attendance standards



Standards of Progress (2 of 2)

SOP, conduct and attendance guidelines must be in the school's catalog or bulletin and define:

The grading system

The minimum satisfactory grade level

Conditions for unsatisfactory grades or progress

A description of any probationary period

Conditions for re-entrance after dismissal for unsatisfactory progress

Conditions for dismissal due to unsatisfactory conduct

The attendance policy



Enrollment Period(1 of 2)

The approved enrollment period determines the Starting and Ending Date.

Starting Date

Standard Term – Start date identified on the school's academic calendar

- Quarter – 9-13 weeks
- Semester – 15-19 weeks

Non-term –First day the student attended class

Ending Date

Term – End date identified on the school's academic calendar

Non-term –Last day the student attended class

For non-term:

- If student graduates early, withdraws, or terminates enrollment, effective date is the last attendance date
- Unsatisfactory attendance/progress terminates enrollment, effective date is the last attendance date



Enrollment Period (2 of 2)

The beginning date will be the official begin date of the term when class starts within 7 days.

The exact ending date (month, day, year) of the enrollment period(s) must appear on the enrollment certification.

Courses with different beginning and/or ending dates must be on separate lines, listed chronologically by the beginning date.



WHEN TO CERTIFY

Benefit Chapter	Before Term Begins	Start of Term
30	Up to 120 days	Within 30 days*
33	Up to 180 days	Within 30 days
35	Up to 120 days	Within 30 days*
1606	Up to 120 days	Within 30 days*

* Unless training time is less than 1/2-time, the student is on active duty, or accelerated payment is requested.



Certifying Tuition and Fees

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] provided directly to the institution and specifically designated for the sole purpose of defraying Tuition and Fees

Private and Foreign Schools: The actual net cost for tuition and fees after the application of any waiver, or scholarship [other than loans and funds provided under section 401(b) of the Higher Education Act of 1965] provided directly to the institution and specifically designated for the sole purpose of defraying Tuition and Fees

Private schools should always report the total net tuition charges regardless of whether the designated cap has been attained



MANDATORY CHARGES

If there's **one** exception, the charge isn't mandatory and therefore not reimbursable.

Example of a mandatory fee:

A parking fee assessed to all students

A specific cosmetology kit purchased in full from your facility without exception

Example of a non-mandatory fee:

Parking fee assessed to only students with cars

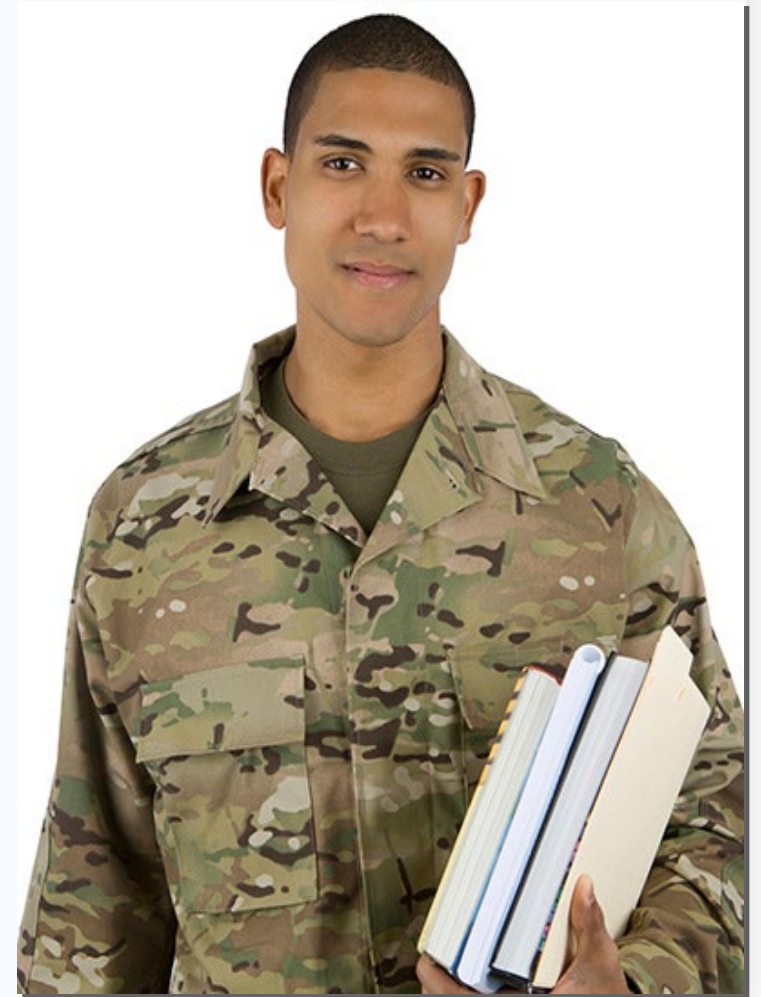
A cosmetology kit purchased in components from 3rd party and given credit for those components



Tuition Assistance

Tuition Assistance (TA) is a Department of Defense (DoD) program that **is not** administered by the VA.

TA rules vary by branch of service and even between components within the branches. (i.e. the service member is Active Duty, Reserve, or National Guard)



Tuition Assistance Top Up (TATU)

The law prohibits Active Duty students from receiving education benefits and TA for the same course

Active Duty recipients of Chapter 30, however, are eligible for Top-up as it allows VA to pay the difference between what TA pays and the cost of the course

Students must be certified with the Federal and/or state TA deducted from the charges before certifying tuition and fees to VA



Tutorial Assistance (1 of 2)

Tutorial assistance helps the student pay for necessary tutoring in addition to their education benefit.

The monthly rate may not exceed the cost of tutoring or \$100. The maximum amount payable is \$1,200 per benefit program.

There is no entitlement charge for the first \$600 under Chapters 30 and 1606.

There is no entitlement charge under Chapters 33 or 35.



TUTORIAL ASSISTANCE (2 OF 2)

The student must:

Be in a post-secondary program at ½-time or more. For Chapter 33, “greater than 50% ROP

Have a documented deficiency in a course that is part of the approved program

Be enrolled in the course during the term in which the tutoring is received

The tutor must:

Meet the college's qualifications

Not be a close relative of the student



Study Abroad (Chapter 33)

VA will pay:

Home school's tuition and fees

Books and supplies

Monthly housing allowance

VA will not pay:

- Costs related to travel (airfare, lodging and meals)
- Third party charges





AVECO CONFERENCE

ADVANCED SCHOOL CERTIFYING OFFICIAL (SCO) TRAINING



Sharon Seidl

Training Specialist

National Training Team – Schools

Education Service

July 2022

Covered Individuals

COVERED INDIVIDUALS

The law (Section 702) requires VA to disapprove programs of education for everyone training under the Post-9/11 GI Bill and the Montgomery GI Bill - Active Duty (MGIB-AD) programs, if resident tuition and fees are not charged to all covered individuals.



COVERED INDIVIDUAL DEFINED:

- Lives in state and enrolls within 3 years of discharge
- Transferred benefits who lives in the state where IHL is located (and 1st bullet)
- The above listed statements continuously enrolled
- Anyone using transferred benefits living in the state where IHL is located, and the transferor is a member of the uniformed service serving on active duty
- Fry Scholarship recipients living in the state where the IHL is located

[GI Bill Resident Rate Requirements - Education and Training \(va.gov\)](https://www.va.gov/education/requirements/)



Public Law 117-68

PUBLIC LAW 117-68, COLONEL JOHN M. MCHUGH TUITION FAIRNESS FOR SURVIVORS ACT OF 2021

Allows VA to disapprove courses at an IHL facility which does not charge in-state tuition rates for chapter 35 beneficiaries for enrollments beginning on or after **August 1, 2022.**



Debt/Overpayment

DEBTS AND OVER-PAYMENTS FOR SCHOOLS

A debt is established on a school when:

The student never attended classes for which he/she was certified

The student completely withdraws **on** or before the first day of the term

The school received payment for the wrong student

The school received a duplicate payment

The school submitted an **amended** enrollment certification and reported reduced tuition and fee charges, reduced Yellow Ribbon amount, or reduced both

The student died during the term, or before start of the term

VA issued payment above the amount certified on the enrollment certification (VA data entry error)



DEBTS AND OVER-PAYMENTS FOR STUDENTS

Overpayment debt can potentially be established on students for:

Monthly Housing Allowance (MHA)

Books and Supplies

Kicker Benefits



REDUCTIONS AND WITHDRAWALS

Debts are created:

If changes in credit are not reported, generally within 30 days of the change in enrollment.

Ch 33: If credit hours change and no adjustment is made. You must adjust credit hours, and tuition and fees.



ADJUSTMENT AND TERMINATIONS ON OR BEFORE THE FIRST DAY OF TERM (CH 33)

Debts are created if a change in credit hours is reported but the corresponding change in tuition, fees, and Yellow Ribbon for the remaining credit hours are not reported.

- If a student does not attend and withdraws before the first day of the term, report the adjustment as “Preregistered but reduced prior to First Day of Term.” VA-ONCE will automatically populate the “LDA/Eff Date” with the day before the First Day of Term
- If a student reduces hours on the first day of the term, report the adjustment as a “Reduction First Day of Term” and VA-ONCE will automatically populate the “LDA/Eff Date” with the First Day of Term



STUDENT WAIVER REQUEST

A request asking to terminate collection action on a debt. If granted in full or part, their entitlement is charged the amount waived.

To be eligible you must be:

A Veteran

A payee or beneficiary including a fiduciary

Legally recognized as acting on behalf of the student



IMPROPER PAYMENTS ELIMINATION AND RECOVERY ACT (IPERA)

IPERA is an internal control process within each federal agency to verify that payments disbursed are accurate and valid.

VA receives samples of education claims from the Office of Inspector General (OIG) where payments were previously made and Education Service sends requests to SCOs to request documentation.

SCOs have two weeks to respond.



IPERA DOCUMENTS

Documentation requests include the following:

Copies of student transcripts

Copies of attendance records

Copies of billing records

Copy of the tuition and fees page in the school catalog or schedule of tuition and fees



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6-CREDIT HOUR EXCLUSION

VA automatically grants a **one-time** exemption for up to 6 credits the first time a student reduces or terminates **after** the drop-add period.

If student **completes** the term and receives non-punitive grades the exclusion **will not** be granted.

The student may wish to offer mitigating circumstances for any remaining excess credits after 6.



MITIGATING CIRCUMSTANCES

Examples include:

1. An illness or death in the immediate family
2. An illness or injury during the enrollment period
3. An unavoidable change in employment
4. Discontinuance of the course by the school
5. Unexpected active service, including active duty for training
6. Unanticipated difficulties with childcare



SECTION REVIEW

Which statements are the most accurate about what should be outlined for standards of progress? (Select all that apply)

- A. The grading system
- B. Conditions for unsatisfactory grades or progress
- C. Price for books and supplies
- D. A description of any probationary period
- E. The attendance policy



SECTION REVIEW

Which statements are the most accurate about what should be outlined for standards of progress? (Select all that apply)

- A. The grading system
- B. Conditions for unsatisfactory grades or progress
- C. Price for books and supplies
- D. A description of any probationary period
- E. The attendance policy



SECTION REVIEW

The VA will pay for cost related to travel for Study Abroad.

- True
- False



SECTION REVIEW

The VA will pay for cost related to travel for Study Abroad.

- True
- False



SECTION REVIEW

Debt is established on a school when...

- A. The student reduced hours before or during the term
- B. The student never attended classes for which he/she was certified
- C. The student withdrew after the first day of the term
- D. The student attended more than one day of any certified classes and a payment has been issued



SECTION REVIEW

Debt is established on a school when...

- A. The student reduced hours before or during the term
- B. The student never attended classes for which he/she was certified
- C. The student withdrew after the first day of the term
- D. All of the above



VA-Once

VA-ONCE - CHANGING TO ENROLLMENT MANAGER FALL 2022

- Overview
- Certifying Hours
- Dual Certification
- Changing a Social Security Number
- Certification Deletion
- Inactive/Deleted Students



Navigation

VA-ONCE Administration - Microsoft Internet Explorer

User School Maintenance

Administration Functions

VA-ONCE
bobahtes
1-1-9999-99

Select
Admin
Reports
Logout

Tasks Margin Help

ACTIONS

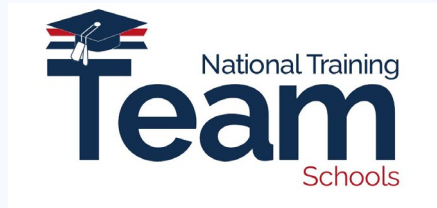
MAIN TASK BUTTONS

MINI TABS

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 is the default. When it is selected you will see the Main Task Buttons: **Select**, **Admin**, **Reports**, and **Logout**.



Margin Tab

The screenshot shows the VA-ONCE Student Select application in a Windows Internet Explorer browser window. The page title is "Student School Detail" and "Select Student".

Search Interface:

- Search by: Last Name (dropdown), Equals (dropdown), [Search Text] (input field)
- Buttons: Search, Clear
- Filters: Status and (All Active), Facility Code and (All), Chapter and (All), Training Type and (All), Program and (All), PT Evaluated (All)
- Advanced filters: [] to [] (Date Range or), ALL (Days until Cert End or), All (Training Time), ALL (Prior Credit), ALL (Active Duty)
- Buttons: Filter, Reset

Table:

Showing 1-87 of 87 records. [Show Logs](#)

	SSN	File #	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code
<input type="checkbox"/>	2-400-00-0000	400-00-0000	00	CHILDS	JULI	REAP	GUEST STUDENT	11/1/2007 9:06 AM	22222222
<input type="checkbox"/>	4-654-54-9500	654-54-9500	00	COURSE	JOE	30	BA-SOC	5/31/2009 1:47 PM	22222222
<input type="checkbox"/>	2-423-45-6780	423-45-6780	00	DOE	JANE	30	AS RM	1/31/2008 7:59 AM	22222222
<input type="checkbox"/>	4-023-03-2023	023-03-2023	X	DOO	SCOOBY	35	AA	5/24/2007 2:15 PM	22222222
<input type="checkbox"/>	2-507-95-7800	507-95-7800	00	DOWDY	HOWDY	30	AS RM	9/14/2009 12:22 PM	22222222
<input type="checkbox"/>	4-000-00-1100	00-000-110	00	FAULT	NOTMY	30	GUEST STUDENT	5/24/2007 2:20 PM	22222222
<input type="checkbox"/>	2-111-00-0000	111-00-0000	00	FLIGHT-1	RICH	30	BA ARTS		22222222
<input type="checkbox"/>	4-225-03-0000	225-03-0000	00	CETTY	HUND	30	BA BIRI	6/28/2007	22222222

Margin Tab (Left):

Type the search text you would like to locate in this box.

If you are searching by SSN, enter the SSN. If you are searching by last name, enter the last name.

Bottom Bar: Tasks | Margin | Help



Help Tab

The screenshot displays the VA-ONCE Student Select web application in Internet Explorer. The main window is titled "Student School Detail" and "Select Student". It features a search bar with "Last Name" selected as the search type and "Equals" as the search range. A list of students is visible on the left, with a help window overlaid on top. The help window, titled "VA-ONCE Help - Windows Internet Explorer", contains the following text:

What do the status codes mean?

The status codes represent different stages in the workflow process.

- 1 = Student has been added (adopted)
- 2 = A certification has been started for the student
- 3 = Certification has been completed, but not submitted to VA.
- 3X = Chapter 31 certification that has been submitted.
- 4 = Certification has been submitted to VA.
- 5D = Certification has been received by the Regional Processing Office, and was automatically processed. (Chapter 33 only)
- 5E = Certification has been received by the Regional Processing Office, and will be worked by a Veterans Claims Examiner.
- 5A = Certification has been received by the Regional Processing Office, and was automatically processed. (Chapter 30 only)
- 5M = Certification has been received by the Regional Processing Office, and will be worked by a Veterans Claims Examiner.
- 5X = Certification received and will be processed using CWINRS.
- 5R = Certification was rejected by CWINRS. Please print the certification and mail it to the Regional Office with jurisdiction.

To see a workflow chart which shows all stages in the process, click on the small button in the upper right side of the screen. It has a very small picture of a chart on it, and is next to Print.

The help window also includes "Filter" and "Reset" buttons. The main application window has a "Print" button in the top right corner. The bottom of the application window shows "Tasks", "Margin", and "Help" tabs, with "Help" highlighted.

VA-ONCE

Certifying



U.S. Department
of Veterans Affairs

Certifying Hours

- Schools with multiple consecutive sessions must certify each non-standard term separately.
- Resident, Distant, Remedial, and clock hours are reported separately for all chapters

View Current Status								Save	Cancel
Facility: 11956135		Trng Type: IHL_UNDERGRAD		Prgm: AABMTACCTG		Prior Credit:		5E	
FALL 2013	08/26/2013	12/15/2013	12	0				3078.32	
Term Name	Begin Date*	End Date*	Res	Dist*	R/D	Clock	T & F*		
<input type="checkbox"/> Advance Pay	<input type="checkbox"/> Accelerated Pay (high-tech courses only)								
<input type="text"/>	LDA/EFF Date								



DUAL CERTIFICATION

The Two Certification requirement only applies to chapter 33 enrollment certification (including STEM)

The second enrollment certification (verification should be submitted after the school's drop-add period, but no later than 30 days after the end of the school's drop-add period

Note: For schools that do not have a drop-add period, the second enrollment certification (verification) should be submitted no less than 30 and no more than 60 days after the term begins



VA-ONCE

Changing a Social Security Number



U.S. Department
of Veterans Affairs

Correcting a Social Security Number (SSN)

1. Highlight the student whose SSN needs to be changed.
2. On the Student menu select **Change SSN**.
3. A pop-up will appear with the Current SSN and a field for the new SSN. Enter SSN in the New SSN field.
4. Click **OK**. The SSN will be changed. Be sure to change the file number, if appropriate.

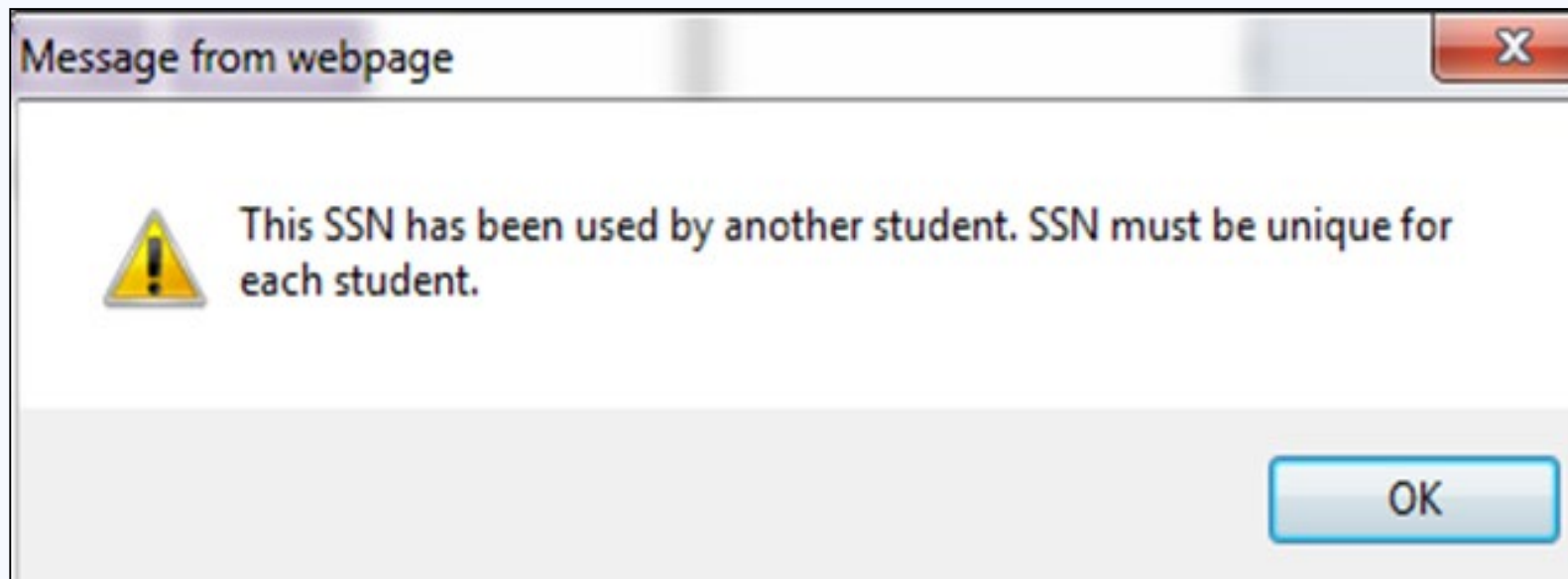
The screenshot shows the VA-ONCE Student Select application interface. The 'Student School Detail' window is open, displaying a list of students. The 'Change SSN' option is highlighted in the menu. A pop-up window titled 'VA-ONCE Change SSN - Windo...' is also shown, displaying the current SSN and a field for the new SSN.

SSN	File #	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code
SM		00			30	BA BIBL	12/1/2014 11:19 AM	22222222
		00			33	GUEST STUDENT	7/23/2012 2:46 PM	22222222
		00			33	AS NURSI NG	4/16/2012 6:48 AM	22222222
244600-4902		00	BAILEY	BILL	33	BS BIOLO GY	12/7/2014 10:23 AM	31313131
								31313131
								22222222
								22222222

Existing SSN

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 it must be unique.

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



VA-ONCE

Certification Deletion



U.S. Department
of Veterans Affairs

Certification Deletion – Status 2

1. Highlight the certification you wish to delete.
2. Click on the **Cert** menu located on top of the page.
3. Select **Delete**. The term will be deleted from the list of terms shown.

The screenshot shows the VA-ONCE Certs web application interface. The 'Cert Complete Submit' menu is open, highlighting the 'Delete' option. The main table shows a list of terms, with the 'WNTR' term selected. The 'Edit Enrollment' form is visible below the table.

Term Name	Status	Facility Code	Begin Date Range	End Date Range	Res	Dist	R/D	Clock	LDA/Eff Date	Facility Code	Cert ID
4X SPRNG12	03		02/01/2012	05/01/2012	12	0				31313131	11149472
4X FALL11	03		08/21/2011	12/23/2011	0	0				31313131	11021459
2 WNTR	03		01/01/2011	02/01/2012	12	0				31313131	

Edit Enrollment Form:

Facility: 31313131 Trng Type: IHL_UNDERGRAD Prgm: HISTORY Prior Credit: 2

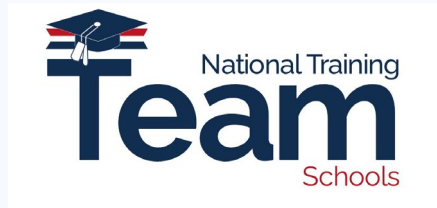
WNTR | 01/01/2011 | 02/01/2012 | 12 | 0 | 3000.00 | 200.00

Term Name Begin Date* End Date* Res Dist* R/D Clock Tuition* Fees*

Advance Pay Accelerated Pay (high-tech courses only)

LDA/EFF Date

Remarks [Modify Remarks List](#)



Certification Deletion – Status 3

Certifications in Status 3 are “complete.” To delete, change to a Status 2.

1. Highlight the certification you wish to delete.
2. Click the **Cert** menu located on top of the page
3. Select. **Change to Status 2**. The status will be changed to a ‘2.’ (Repeat steps for Status 2 deletion.)
4. Click the **Cert** menu. Select **Delete** to delete the CERT.

VA-ONCE Certs - Windows Internet Explorer

Cert Complete Submit Print Student

VA-ONCE
05shaneferreeb
3-1-3131-31

Certs
Program: HISTORY
Chapter: 33
Training Type: Undergraduate

3

VA Data Log History

Term Name	Status	Facility Code	Begin Date Range	End Date Range	Res	Dist	R/D	Clock	LDA/Eff Date	Facility Code	Cert ID
3	SUMM12		08/01/2012	09/01/2012	4	0				31313131	
4X	SPRNG12		02/01/2012	05/01/2012	12	0				31313131	11149472
4X	FALL11		08/21/2011	12/23/2011	0	0				31313131	11021459
4X	WNTR		01/01/2011	02/01/2012	12	0				31313131	11149472

View Enrollment Save Cancel

Facility: 31313131 Trng Type: IHL_UNDERGRAD Prgrm: HISTORY Prior Credit: 3

SUMM12 08/01/2012 09/01/2012 4 0 1000.00 200.00

Term Name Begin Date* End Date* Res Dist* R/D Clock Tuition* Fees*

Advance Pay Accelerated Pay (high-tech courses only)

LDA/EFF Date

Remarks [Modify Remarks List](#)

Tasks Margin Help

Local intranet 100%



VA-ONCE

Inactive/Deleted Students



U.S. Department
of Veterans Affairs

Deleting and Inactivating Students

1. Check the box next to the student, or students, you wish to delete or deactivate.
2. Click on the Student menu and select the appropriate option, "Delete" or "Deactivate." The student will be removed from your active list.

The screenshot shows the VA-ONCE Student Selection interface. The 'Student School Detail' page is displayed, featuring a search bar and a table of student records. The 'Delete' and 'Deactivate' options in the Student menu are highlighted with a green box. The table below shows the following data:

	SSN	File #	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code
<input type="checkbox"/>	2		X			31	BS MATH	7/27/2008 9:19 PM	22222222
<input checked="" type="checkbox"/>	2		00			33	BS-GAM	6/8/2010 10:33 AM	22222222
<input type="checkbox"/>	2		00			30	BA ARTS	5/31/2009 12:48 PM	22222222
<input checked="" type="checkbox"/>	2		X			33	AAS	5/1/2008 10:57 AM	22222222
<input type="checkbox"/>	2		00			33	BSN	2/21/2010 8:06 PM	22222222
<input type="checkbox"/>	1		00			REAP	BA ARTS	11/1/2007 9:06 AM	22222222
<input type="checkbox"/>	2		00			REAP	GUEST STUDENT	5/31/2009	22222222

Undeleting and Reactivating Students (1 of 2)

1. Using the Status Filter, select “Deleted” or “Inactive.”
2. Click on Filter. The list of students currently in the Deleted or Inactive state appears.

The screenshot shows the VA-ONCE Student Select interface in a Windows Internet Explorer browser window. The page title is "Student School Detail" and "Select Student". The search criteria are set to "Last Name" with the range "Equals". The status filter dropdown is open, showing options: Deleted, Student Adopted, In Process, Pending Approval, Completed, 31 Submitted, Submitted, 33 Submitted, Awarded, 33 Processed, Manually Processed, 31 Rejected, Deleted (highlighted), Inactive, and All Active. The Filter button is highlighted in green. Below the filters is a table of student records.

File #	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code
655 111 98 5555	00	BROWN	REESE	30	BS AS	7/27/2007 3:17 PM	22222222
54 00 585 987	41	CHRISTMAS	HOLIDAY	35	AA	11/20/2007 3:57 PM	22222222
59 24 567 891	42	LONG	JACKSON	35	BS MATH	3/28/2006 10:08 AM	22222222
525 05 252 525	00	SIMPSON	HOMER	31	HAIR - CER	7/19/2005 2:11 PM	22222222



Undeleting and Reactivating Students (2 of 2)

3. Highlight the student you wish to undelete or activate.
4. On the Student menu, select either "Activate" or "Undelete." The Student will be moved back to the Active list of students.

The screenshot displays the VA AONCE Student School Detail interface. The 'Student School Detail' window is open, showing a 'Select Student' search area and a table of student records. A green box highlights the 'Undelete' and 'Activate' buttons in the 'Student' menu on the left. The table shows three records with columns for SSN, File #, Pay #, Last Name, First Name, Chapt, Program, Last Cert, and Facility Code.

SSN	File #	Pay #	Last Name	First Name	Chapt	Program	Last Cert	Facility Code
5E		00			33	BA ARTS	12/16/2013 2:19 PM	22222222
5E		00			33	BA ARTS	12/6/2012 10:36 AM	22222222
2		00			33	BA ARTS		22222222

SECTION REVIEW

Certifications listed as Status 3 – Complete do not need to be edited before they can be deleted.

- True
- False



SECTION REVIEW

Certifications listed as Status 3 – Complete do not need to be edited before they can be deleted.

- True
- False



Primary Contacts

CONTACTS

Your ELRs:

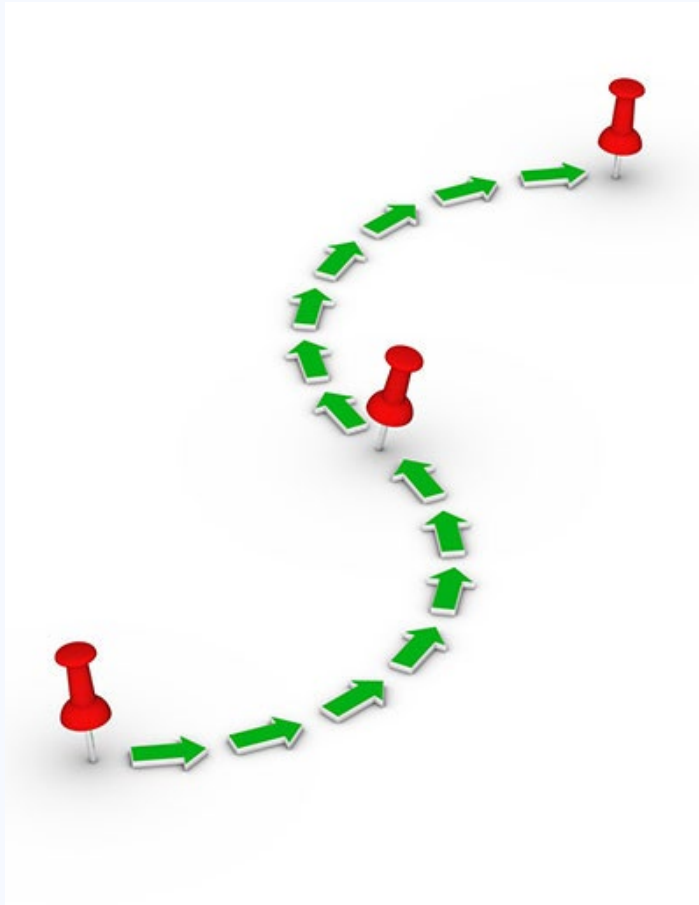
[Education Liaison Representatives - Education and Training \(va.gov\)](https://www.va.gov/education/education-liaison-representatives)

Your SAAs:

[NASAA State Contacts – NASAA \(nasaa-vetseducation.com\)](https://www.nasaa-vetseducation.com)



SAA OR ELR



Contact your SAA for:

Approval issues
Compliance conducted by SAA

Contact your ELR for:

Advisory Questions
Certification questions
VA-ONCE technical questions
Compliance conducted by VA



CALL CENTERS



The Education Call Center - 888-GIBILL1 (888-442-4551). 7:00a.m. to 6:00 p.m. CST, Monday-Friday.

School Certifying Officials Hotline - 855-225-1159.

This is only for SCOs. You will need the school's facility code and to be listed as a SCO at the school.

7:00 a.m. to 5:00 p.m. CST, Monday-Friday.



INTERNET INQUIRIES

GI Bill Website – <http://www.benefits.va.gov/gibill>

Ask A Question (AVA) website – <http://ask.va.gov>

Find your ELR -

http://www.benefits.va.gov/gibill/resources/education_resources/school_certifying_officials/elr.asp



STUDENT INQUIRIES

Refer students with questions to:

VA Education Phone number:
1.888.442.4551 (1.888.GI Bill 1)

or

Have them login at:
www.benefits.va.gov



U.S. Department
of Veterans Affairs

OTHER CONTACTS

Hardship Cases, Claims Questions or Student Payment Issues:

1-855-225-1159

Debt Management for Debt Dispute or Inquiry:

1-800 827-0648

Dmcedu.vbaspl@va.gov

RPO Work Study Questions:

(918) 781-7878



U.S. Department
of Veterans Affairs

RESOURCES

Code of Federal Regulations (CFR)

<https://www.ecfr.gov/>

SCO Handbook & VA-Once user guide

http://www.benefits.va.gov/gibill/school_training_resources.asp



SUMMATION

You should be able to:

Identify some of the eligible VA Education Benefit Programs under Chapter 33

Indicate educational criteria approved to receive benefits

Identify the SCO's responsibilities to SAA and VA

Define select criteria used to certify students' courses, tuition and fees

Describe the featured administrative actions completed in VA-ONCE

List points of contact to receive assistance with questions



FY22 SCO Annual Training Requirements

Please remember, if you don't complete your annual training requirements, VA has the authority to remove your access from VA-ONCE and the SAA has the authority to disapprove your school's programs

Annual Training Window Opened. Updated training requirements for all new SCOs and continuing education requirements for existing SCOs are effective

October 1, 2021

60-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

July 1, 2022

15-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 15, 2022

*Existing SCOs - No training in progress
New SCOs – Training is continuous throughout the year*

September 1-30, 2022

June 1, 2022

90-Day Training Alert! 90-Day Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 1, 2022

30-Day Training Alert! Notifications and reminders of the approaching August 31st continuing education deadline will be posted on the GI Bill® website and sent to SCOs via Gov Delivery notice

August 31, 2022

Annual Training Window Closes! Continuing education requirements for existing SCOs completed



CERTIFYING OFFICIAL TRAINING SELF-CERTIFICATION STEP-BY-STEP

1. Click on the URL below or Copy and Paste in your web browser

<https://vba-tpss.vbatraining.org/assess/trkSignIn?refid=XSCO>

2. Enter your email address and eight (8) digit facility code, then click Next

3. Scroll down and click the Conference/Workshop/Virtual Training tab

4. Select the applicable training session from the list of topics that appears on the right side of the screen by clicking Begin

5. To enter Conference/Workshop/Virtual Training Title, click the dropdown arrow, select SCO Virtual Training Session and click Submit

6. Enter the start date and the end date

7. Enter your Facility Name, City and State (Main Campus) and click Submit

8. Certify your attendance by clicking Agree and then submit

9. Print your training certificate and keep for your records



Thank you for your time today!



Choose **VA**



U.S. Department
of Veterans Affairs