

**THE U.S. DEPARTMENT OF
VETERANS AFFAIRS**

**MUSKOGEE RPO AND WESTERN REGION
EDUCATION SERVICE UNITS**

WAVES



Handbook

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PREFACE

The *WAVES Handbook* (Western Association of Veteran Education Specialists) is written for colleges and universities, in VA parlance, for institutions of higher learning (IHLs). Apprenticeship, flight schools, correspondence schools, and nondegree vocational schools are not covered in this Handbook.

The *WAVES Handbook* is written for VA-ONCE, VA's Internet based application for certifying students. If you aren't using VA-ONCE, information about VA-ONCE and about accessing VA-ONCE is available at www.gibill.va.gov/once.

The Handbook is hyperlinked (blue, underlined text). Click on a heading in the index and you will go to that topic. Click on an Internet address or a cross-reference and you'll go to that page. When you use hyperlinks recent versions of WORD open a web navigation toolbar. You can use the toolbar's arrows to move back and forth between the pages you've looked at.

The *WAVES Handbook* is on the Internet at the GI Bill Web Site (<http://www.gibill.va.gov>). Select School Officials Area in the menu in the left frame and scroll down to the WAVES Handbook. The Handbook can be downloaded as a WORD document or as a PDF document.

The Handbook's revision date is on the bottom of this page and there is a chronological list of revisions on page iv. Periodically check the Handbook on the Internet. If there's an updated version, download and replace the Handbook on your PC. If you keep a printed copy, print and replace the revised duplex pages and you're up-to-date (print duplex and print page ranges starting with an odd numbered page and ending with an even numbered page).

If you have suggestions or if you find an error, report the suggestion or error to your Education Liaison Representative (ELR) or e-mail the suggestion or error to 348bcrai@vba.va.gov.

If you have questions about VA policies and procedures or about completing VA forms, contact your ELR. If you have questions about program approval, contact your State Approving Agency (SAA). There's a list of [ELRs and SAAs](#) starting on page 63. If you have questions about a veteran's benefit status, call one of the numbers listed below.

**TOLL FREE EDUCATION NUMBER FOR
MUSKOGEE REGIONAL PROCESSING OFFICE (RPO)**

888-442-4551

NON-TOLL FREE NUMBER FOR CERTIFYING OFFICIALS ONLY

918-781-7880

**ORIGINAL
June 1, 1998**

**REVISED
October 1, 2004**

REVISIONS

DATE	CHANGE	DUPLEX PAGES AFFECTED
All year	Corrected the computer's grammar and syntax.	
02/28/02	New chapter 30 & 35 rates effective 1/1/02 (7-9). Revised chapter 30 Bars to Benefits (11), VaCert information under Change of Programs (24), VA On the Web (49), VaCert (52), and Tuition Assistance, Chapter 1606 Recipients (54), and Forms and Applications (61). Rewrote several paragraphs for clarity, updated dates, phone numbers, addresses, and web addresses throughout the Handbook.	Changes are extensive and moved text onto new pages. If you print, print everything.
07/10/02	Rewrote Student Verification of Enrollment (18). Revised Regional Processing to add Arkansas and Louisiana to the Muskogee Region (38). Updated ELR/SAA list (59-60)	17-18, 37-38, 59-60
10/03/02	New benefit rates effective 10/1/02.	7-10, 55-56
01/01/03	New delimiting date information for chapter 1606 (10). Revised VaCert Advance Payment paragraph (13). Added Accelerated Payment (14). Rewrote General Section under Enrollment Certification (23). Rewrote Drops and Withdrawals (33-34), Updated VA On the Web (53). Heads-Up for eCERT (56)	Changes moved text to new pages. Print everything.
03/28/03	Revised and rewrote Break Pay (15)	15-16
06/24/03	New chapter 30 rates effective 10/1/03 (7 & 9).	7-10
08/20/03	New chapter 35 & 1606 rates effective 10/1/03 (8-9)	7-10
10/07/03	New chapter 31 rates effective 10/1/03	57-58
07/01/04	Rewrote After Drop Period (34). Rewrote Punitive Grades (36). Edited and added notes to Nonpunitive Grades-End of Term (36-37). Rewrote Incompletes (37-38).	33-38
08/10/04	New chapter 30, 35, and 1606 benefit rates effective 10/1/04.	7-10
10/01/04	Everything is updated and everything is rewritten based on using VA-ONCE. Nearly everything is affected, most notably Enrollment Certification (21-29), Notice of Change in Student Status (31-39), and Supplemental and Concurrent Enrollments (43). The Internet Inquiry System (54) is new. All benefit rates effective 10/1/04 are listed.	Changes are extensive and moved text onto new pages. If you print, print everything.

**EDUCATION
PROGRAMS
&
BENEFIT
PAYMENTS**

EDUCATION PROGRAMS

The following program descriptions are up-to-date, thumbnail descriptions. General and detailed descriptions of each program are online at www.gibill.va.gov/education/benefits.htm.

NOTE: All students who feel they may be eligible for education benefits should submit an application. Even if someone appears ineligible, VA should review his or her application and officially deny or grant benefits.

Chapter 30: Montgomery G.I. Bill—Active Duty

Chapter 30 has four eligibility categories. Category I is by far the largest. It includes veterans who began active duty for the first time after June 30, 1985. Starting 10/1/04, the basic full-time monthly benefit is \$1,004.00 for three years obligated service (Category IB) or for 2 years active duty and 4 years in the Selected Reserve (Category IC). The basic full-time monthly benefit is \$816.00 for two years obligated service (Category IA).

Military retirees who entered the service (or agreed to delayed entry) before 1/1/77 **and** who were eligible to receive chapter 34 benefits (Vietnam era education program) on 12/31/89 comprise category II. The education benefit for these chapter 34/30 veterans is higher than the standard chapter 30 benefit and it pays an additional amount for dependents. The chapter 34/30 benefit is comparable to the old chapter 34 rate.

Additional veterans may be eligible if they were voluntarily or involuntarily separated from the service because of a reduction in personnel (Category III), or if they were able to convert their education benefit from chapter 32 to chapter 30 (Category IV).

Chapter 30 Kickers and Additional Contributions.

Higher monthly benefits are paid to chapter 30 participants with “kickers” and to chapter 30 participants who make additional chapter 30 payments. Veterans may have a kicker, additional contributions, or both. The higher benefit rates are paid automatically when benefits are paid. If veterans don’t receive the benefit they believe they are entitled to receive, they should call VA about the discrepancy so that VA can resolve the discrepancy with the Department of Defense.

A kicker is part of the enlistment contract. It’s often referred to by its Madison Avenue name; Army College Fund, Navy Sea College Fund, or whatever the newest recruitment ad calls it. If a contract has a \$12,000.00 kicker, then the monthly kicker is \$333.33 ($\$12,000.00 \div 36$ months), which increases the \$1,004.00 full-time chapter 30 benefit to \$1,337.33.

Servicepersons who participate in chapter 30 pay \$1,200.00 towards their chapter 30 benefit. The \$1,200.00 is withheld from their pay during their first 12 months of service and it’s **non-refundable**. Servicepersons may pay up to \$600.00 more towards chapter 30. The amount they pay is matched 9 to 1. A maximum \$600.00 contribution increases the full-time monthly chapter 30 benefit \$150.00, to \$1,159.00 for categories IB, IC and III and to \$966.00 for category IA.

Chapter 32: Veterans' Educational Assistance Program (VEAP)

Individuals must have initially entered active duty from 1/1/77 to 6/30/85 and must have enrolled and contributed to VEAP before 4/1/87. Many VEAP era veterans who separated from active duty after 2/2/91 had the opportunity to convert from chapter 32 to chapter 30.

VEAP is a voluntary contribution and matching program. Participants may have contributed as much as \$2,700.00. The Government matches the participants' contributions on a \$2 for \$1 basis. The monthly rate varies depending on the total contribution made by the veteran and matched by the Government. Additional kickers may have been made by the military.

Chapter 35: Dependents Educational Assistance (DEA)

Educational Assistance paid to dependents of veterans. Starting 10/1/04, the full-time monthly rate is \$803.00. Persons who may be eligible are:

- A child (between ages 18 and 26, with some exceptions) of a veteran who is permanently and totally disabled due to a service-related condition; or who died in service; or who died of a service-connected disability; or who died while evaluated as having total and permanent service-connected disability; or who is listed as a POW or MIA.
- The surviving spouse of a veteran who died of a service-connected disability, or died in service, or died while evaluated as having total and permanent disability resulting from a service-connected disability. Surviving spouses whose benefits stopped when they remarried can receive DEA benefits again if their remarriage ends by death or divorce, or they cease to live with the person to whom they presented themselves in public as married.
- A spouse of a veteran or serviceperson who has a total and permanent disability resulting from a service-connected disability; or who is listed as a POW or MIA.

Chapter 1606: Montgomery G.I. Bill—Selected Reserve

Educational program for active members of the Selected Reserve. Selected Reserve components of the Ready Reserve include the Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, Coast Guard Reserve, Army National Guard, and Air National Guard. Chapter 1606 eligibility is determined by the Department of Defense or by the Department of Transportation (Coast Guard), not by VA. Basic eligibility requires a 6-year obligation to serve in the Selected Reserve and satisfactory participation in required Selected Reserve training.

Starting 10/1/04, members of the Selected Reserve are entitled to full-time education benefits of \$288.00 for a maximum of 36 months or the equivalent in part-time training.

1606 Kickers: An additional amount, called a kicker, may be added to the benefit of some chapter 1606 students. A chapter 1606 kicker may be a part of the original enlistment contract or part of a re-enlistment contract.

EDUCATION PROGRAMS MONTHLY RATES

CHAPTER 30 (BASIC RATES)						
Starting	3 years or more service			Less than 3 years service		
	Full-time	3/4-time	1/2-time	Full-time	3/4-time	1/2-time
10/1/04	\$1,004.00	\$753.00	\$502.00	\$816.00	\$612.00	\$408.00
10/1/03	\$985.00	\$738.75	\$492.50	\$800.00	\$600.00	\$400.00
10/1/02	\$900.00	\$675.00	\$450.00	\$732.00	\$549.00	\$366.00
1/01/02	\$800.00	\$600.00	\$400.00	\$650.00	\$487.50	\$325.00
10/1/01	\$672.00	\$504.00	\$336.00	\$546.00	\$409.50	\$273.00
Less than 1/2-time: Reimburse tuition and fees, not to exceed 1/2-time rate. Quarter-time or less: Reimburse tuition and fees, not to exceed 1/4 of the full-time rate.						

CHAPTER 34/30						
Dependents	Starting 10/1/04			Starting 10/1/03		
	Full-time	3/4-time	1/2-time	Full-time	3/4-time	1/2-time
None	\$1192.00	\$894.50	\$596.00	\$1173.00	\$880.25	\$586.50
1	\$1228.00	\$921.00	\$614.00	\$1209.00	\$906.75	\$604.50
2	\$1259.00	\$944.50	\$629.50	\$1240.00	\$930.25	\$620.00
Each Additional	\$16.00	\$12.00	\$8.50	\$16.00	\$12.00	\$8.50
Less than 1/2 time: Reimburse tuition and fees, not to exceed 1/2-time rate with no dependents. Quarter-time or less: Reimburse tuition and fees, not to exceed 1/4 of the full-time rate with no dependents.						

Servicepersons are paid the veteran rate or a rate that will reimburse tuition and fees, whichever is **lower**. It's not uncommon for servicepersons to apply for benefits for a term that begins a few days or weeks before their discharge from active duty. Servicepersons on terminal leave before discharge do not have to obtain their education officer's signature on the *Application for VA Education Benefits*. Also, they are paid as servicepersons while on terminal leave and as veterans starting the day following discharge. Always report tuition and fees for servicepersons and servicepersons on terminal leave.

CHAPTER 35				
Starting	Full-time	3/4-time	1/2-time	1/4-time
10/1/04	\$803.00	\$603.00	\$401.00	\$200.75
7/1/04	\$788.00	\$592.00	\$394.00	\$197.00
10/1/03	\$695.00	\$522.00	\$347.00	\$173.75
10/1/02	\$680.00	\$511.00	\$340.00	\$170.00
1/1/02	\$670.00	\$503.00	\$335.00	\$167.50
Less than 1/2-time: Reimburse tuition and fees, not to exceed 1/2-time rate. Quarter-time or less: Reimburse tuition and fees, not to exceed 1/4-time rate.				

CHAPTER 1606				
Starting	Full-time	3/4-time	1/2-time	<1/2-time
10/1/04	\$288.00	\$216.00	\$143.00	\$71.75
10/1/03	\$282.00	\$212.00	\$140.00	\$70.50
10/1/02	\$276.00	\$207.00	\$137.00	\$69.00
10/1/01	\$272.00	\$204.00	\$135.00	\$68.00

COMPARISON OF EDUCATION PROGRAMS

	CH 30	CH 32	CH 35	CH 1606
ELIGIBILITY	All students who feel they are eligible should submit an application. It is important that their application is reviewed and that the VA Regional Processing Office makes an official denial or grant of benefits.			
	2 years active duty, 3 years active duty, or 2 years active duty plus 4 years reserves.	181 days active duty if enlisted before 9/8/80, 24 months active duty thereafter.	Veteran's death or permanent and total disability result of service.	Completion of initial active duty for training. Must be active reservist with 6-year obligation.
BENEFITS FOR INSERVICE STUDENT	Servicepersons are paid the veteran rate or a rate that will reimburse tuition and fees, whichever is less. Servicepersons often apply for benefits a few days or weeks before their discharge from active duty. Servicepersons on terminal leave before discharge do not have to obtain their education officer's signature on the <i>Application for VA Education Benefits</i> . Also, they are paid as servicepersons while on terminal leave and as veterans starting the day following discharge.			
	Benefit payable after 2 years continuous active duty. Payment may not exceed tuition and fees.	Benefit payable after 3 months contribution.	No	Yes
ENTITLEMENT	48 months maximum under two or more programs			
	36 months. May extend to end of term if expires during term. Note: If there's a kicker, the kicker doesn't extend.	36 months. No extensions.	45 months. No extensions except for child in special restorative training.	36 months. No extensions.
DELIMITING DATE	10 years after discharge. May extend for later period of active duty or disability that prevents completion of program.	10 years after discharge. May extend for later period of active duty or disability that prevents completion of program.	Child: (1) Age 18-26; to age 31 for conditions beyond control or for military service. (2) 8 years from date found eligible if found eligible between 18-26. Spouse: 10 years from date of vets service connected death or date VA determined service connected, which ever is later. May extend to end of term if delimiting date during term, but can't exceed maximum entitlement.	14 years from eligibility date if eligibility begins on or after 10/1/92. Date of separation if leave reserves before 14 years. May extend if disability incurred or aggravated by service in selected reserve prevents completion of program.

	CH 30	CH 32	CH 35	CH 1606
PARTICIPANT PAYMENT	Category I, III, IV: \$1,200 Category II: None	\$25-\$100 per month up to \$2,700. Lump sum payment permitted.	N/A	N/A
PAYMENT REFUND	Only as a death benefit to survivors in certain cases	Yes (decision final once check cashed)	N/A	N/A
DEPENDENTS ALLOWANCE	No, except for category II (34/30)	No	No	No
<u>REMEDIAL, DEFICIENCY & REFRESHER TRAINING</u>	Yes, with entitlement charge	Yes, with entitlement charge	Yes, entitlement charged after first 5 months of full-time training	Yes, with entitlement charge
COOPERATIVE TRAINING	Yes	Yes	Yes	Yes
INCARCERATED STUDENTS	Benefits reduced	Benefits reduced	Benefits reduced	Benefits reduced
<u>TUTORIAL ASSISTANCE</u>	Yes. Maximum \$1,200. Not more than \$100 per month. No entitlement charge for first \$600.	Yes. Maximum \$1,200. Not more than \$100 per month. No entitlement charge for first \$600.	Yes. Maximum \$1,200. Not more than \$100 per month. No entitlement charge.	Yes. Maximum \$1,200. Not more than \$100 per month. No entitlement charge for first \$600.
<u>MONTHLY VERIFICATION</u>	IHL & NCD WAVE or IVR	NCD only VAF 22-8979	NCD only VAF 22-8979	IHL & NCD WAVE or IVR
BARS TO BENEFITS	<p>Cannot receive benefits: 1) Concurrently under two programs. 2) On active duty for any portion of course costs paid by the Armed Forces. 3) For course paid for by the Federal Government under the Government Employee' Training Act.</p> <p>Not eligible if: Service Academy graduate or ROTC commissioned officer who received ROTC scholarship unless eligible before commissioned or the scholarship was \$3,400 or less in any one year while under the ROTC program (\$2,000 or less for months before January 2002).</p>			
			Not eligible if: On active duty except for brief periods of active duty for training.	Not eligible if: 1) Receive financial assistance as a member of the Senior ROTC Program, commonly known as the ROTC scholarship program. 2) <1/2-time and in receipt of military tuition assistance.

BENEFIT PAYMENTS

Benefit payments are made directly to students, unless [Advance Payment](#) (page 13) is paid. The payment is made to the student for the number of days the student is certified for the month. If a student is certified for a whole month, the full monthly benefit is paid. If the student is only certified for part of the month, the benefit is prorated as follows:

VA uses a 30-day month. Divide the monthly rate by 30 to get the daily rate. If a student is certified from the 1st through the 15th, the student is certified 15 days and is entitled to 15/30ths of the full monthly benefit. Example: If the monthly benefit is \$100.00 and the student is certified 1/1/04 through 1/15/04, the student is entitled to \$50.00 (\$3.33 per day for 15 days). If the student is certified 1/16/04 through 1/31/04, the student is entitled to \$50.00 (\$3.33 per day for 15 days). If the student is certified 1/1/04 through 1/31/04, the student is entitled to \$100.00 (a full months benefit). Remember, VA uses a 30-day month: 1/16 through 1/30 (or 1/31) is 15 days and 2/16 through 2/28 (or 2/29) is 15 days. The month rounds out to 30 days.

Standard benefits are described in the [monthly rate tables](#) (page 9). An additional kicker may be paid to some chapter 30 and chapter 1606 students. If a student paid for part of a month is subsequently certified for the next quarter or semester, VA will automatically pay the break between the quarters or semesters if [Break Pay](#) (page 15) can be paid.

Retroactive Benefits

VA benefits can be paid for enrollments up to one year before the date VA receives a student's application. The date stamp put on the student's application determines the one year date. If a student asks to be certified retroactively for enrollment periods you haven't certified previously, certify the previous periods the student asks you to certify. VA will determine the date of eligibility and the beginning date from which benefits can be paid.

Chapter 35 retroactive benefits may be handled differently and may exceed one year. If a dependent's chapter 35 eligibility date is more than one year before the date VA makes the eligibility decision, then the eligibility date may be considered to be the dependent's application date if the dependent applies for chapter 35 within one year of the eligibility decision. Under this circumstance, retroactive benefits may be more than one year.

Change of Address and Direct Deposit

Students must keep their address current. The fastest way to change an address or change a direct deposit is to call VA (888-442-4551). The automated functions of the phone server do not include changing address or starting Direct Deposit. Students can bypass the phone server and connect to Muskogee by hitting 1 and then 0 when the recording starts.

If a student calls to start (chapters 30 and 1606 only) or change a direct deposit, the student should have their account information handy. The following information is needed to set up direct deposit and can be found on checks and bank statements:

- Account number
- 9 digit bank routing number
- Type of account (checking or savings)

If a student has direct deposit, the student still needs to keep his or her address current because the verification of enrollment form is mailed to the student's address.

ADVANCE PAYMENT

Advance payment provides funds at the beginning of a school term to help the student meet expenses concentrated at the beginning of the term. Advance payment is the amount payable for the initial month or portion of a month the quarter or semester begins plus the amount payable for the following month.

Participation in advance payment is voluntary on the part of schools. If you aren't set up for advance payment and want to be, contact your ELR (see [ELRs](#), page 63). Schools must certify that they can carry out the provisions of advance payment. Schools must handle advance paychecks securely and they must give the advance paycheck to the student when he or she registers (or not more than 30 days before the beginning of school if registration is earlier).

When a school participates in advance payment, students are eligible for advance payment when:

- The student requests advance pay, **and**
- There's more than 30 days between terms and break pay won't be paid (see [Break Pay](#), page 15), **and**
- The student is enrolled at least half-time, **and**
- VA receives the advance payment request at least 30 days but not more than 120 days before the enrollment period.

Create a form students can sign and date to request advance pay. If a student wants advance pay, have the student complete the form and staple it to the file copy of the Cert. If you have a signed request, check the "Advance Pay" box when you create the student's Cert for the quarter for which he or she is requesting advance pay. The Cert will be annotated "Advance Payment Requested and Signature of Student on Record".

Advance pay requests should be submitted 30 to 120 days before the begin date. The check will be sent to the school, payable to the student. A separate, Certification of Delivery (VA Form 22-1999V) will be sent to the school. When the check is given to the student, immediately complete and return the Certification of Delivery.

An advance will pay the first and second month. The first month may be a partial month, with payment prorated for the number of days attended that month. Advance pay for a student certified 9/27/04 through 6/11/05 would pay 9/27/04 through 10/31/04. Since VA normally pays after a month is completed, the student wouldn't receive another check until December when payment for November is made.

When an advance paycheck is issued, the next check won't issue unless the Certification of Delivery (or the Chapter 1606 generated letter with the same information) mailed to the school is received and processed by VA. If VA sends a letter that says a Certification of Delivery you returned wasn't received, there are two things you can do.

- Call VA (1-888-442-4551) and explain the problem to the Education Case Manager who answers the phone. If the Certification of Delivery has not been input, ask the Education Case Manager to input the certification of delivery.
- In VA-ONCE, submit an adjusted Cert annotated "In lieu of COD-A/P check delivered" in remarks. The amended Cert is the Cert for the term the advance pays. Select "Other" for reason, enter the in lieu statement, enter the first day of the term as the effective date, leave everything else alone, and click accept.

ACCELERATED PAYMENT (CHAPTER 30)

The Veterans Education and Benefits Expansion Act of 2001 authorized **accelerated payment** for chapter 30 students enrolled “in certain **high cost** programs that lead to **high technology** employment in high technology industry.” Acceleration applies only to chapter 30 and only to semesters, quarters, or terms that begin on or after 10/1/02.

Complete information about accelerated payment is available for students and for schools on our Education Benefits website (www.gibill.va.gov). On the home page, click the [Accelerated payment Information for High Technology Programs](#) link.

Acceleration Basics

Accelerated payment is a lump sum payment of 60% of tuition and fees for certain high cost, high tech programs. If there isn't enough entitlement to cover 60% of tuition and fees, VA will pay based on actual remaining entitlement. Accelerated payments are paid one semester, quarter, or term at a time. If a program isn't offered on a semester, quarter, or term basis, the accelerated payment is paid for the entire program.

High cost means tuition and fees must be more than double the chapter 30 benefit the student would otherwise receive. Example: A typical semester is 1/19/04–5/12/04 (16 weeks) and a typical quarter 1/5/04–3/19/04 (11 weeks). If chapter 30 pays \$900.00 per month full-time, it pays \$3,450.00 for the semester or \$2,280.00 for the quarter. In order to meet the “high cost” requirement, tuition and fees must be more than \$6,900.00 for the semester or more than \$4,560.00 for the quarter before a student could receive an accelerated payment.

High technology means students must enroll in a high tech program and they must certify their intent to seek employment in a high tech industry as defined by VA. VA maintains a list of high tech programs and high tech industries on the Internet as noted in the second paragraph above.

Certifying Accelerated Payment

If students request accelerated payment, make sure they understand the basics described above and, if they haven't already been there, direct them to the accelerated payment link on VA's website.

Certify accelerated payment as you normally do, except:

- Certs for accelerated payment must be confirmed enrollments. Submit accelerated payment certifications on or after the begin date of the enrollment period.
- Check the “Accelerated Pay (high-tech courses only)” box on a new Cert. When this box is checked, VA-ONCE enters “Student Has Requested Accelerated Pay” in remarks. To make this certification, you must have the student's written request for accelerated payment in your files for each term that accelerated payment was requested.
- The student's written requests are simple. “I request accelerated payment,” followed by the student's signature and the date. Obtain the request from the student, print a copy of the Cert, attach the student's request to the Cert, and keep the copy in the student's file. On the student's very first request for accelerated payment, the written request must also contain the following: “I certify that I intend to seek employment in a high technology industry as defined by VA. I have read VA's approved list of high technology industries.”
- Certify one term at a time and include the total charges (tuition and fees) for the courses certified. The student must request accelerated payment separately for each term.

If the student's enrollment status changes, adjust or terminate the Cert in the usual manner. Be sure to include tuition and fees. [Mitigating circumstances](#) may be an issue.

BREAK PAY

Break (Interval) pay between semesters, quarters, and terms is paid according to the rules outlined below. Breaks are paid at the rate paid on the ending date of the term preceding the break. VA pays breaks automatically unless one of the following restrictions precludes payment for the break.

Restrictions on Break Pay

- The break is more than 8 weeks.
- The term before or after the break is shorter than the break.
- Training time the last day of the preceding semester, quarter, or term is less than ½-time.
- The student withdrew from all courses during the preceding semester, quarter, or term.
- The student’s entitlement will exhaust and not paying the break is to the student’s advantage.
- The student requests no pay for a break before payment for the break is authorized.
- The student is on active duty.

Keeping these restrictions in mind, the following tables summarize break pay for students who continue at the same school and for students who transfer from one school to another:

Same School	Break more than 8 weeks (56 days)	Don't pay	
	Break doesn't exceed 8 weeks and the terms before and after the break are not shorter than the break	Pay, unless summer term rule applies	
Change School	Change of program		Don't pay
	Same program	Break more than 30 days	Don't pay
		Break 30 days or less	Pay

Summer Term Rule

Summer term is the whole of the period of instruction that takes place between ordinary school years. Summer term may be divided into several summer sessions. The following table summarizes summer term break pay for students who continue at the same school.

Break between spring and summer or between summer and fall doesn't exceed 8 weeks and the terms before and after the break are not shorter than the break	Pay
<ul style="list-style-type: none"> • Break between two summer sessions is 30 days or less. • Break between two summer sessions is more than 30 days. 	Pay break between sessions Don't pay break between sessions

Summer term may have multiple sessions. A school operating on a quarter system might have an 8-week (06/21/04–8/13/04) session, an 11-week (06/21/04–9/3/04) standard length quarter, and three 4-week (06/21/04–7/16/04, 7/19/04–8/13/04, and 8/16/04–9/10/04) sessions during its “summer term”.

- If a student only attends the 8-week session, VA will pay benefits for the 8-week session and will pay the spring to summer term break and the summer to fall term break following the basic restrictions on break pay.
- If a student attends the first and the third 4-week session, the student’s summer term is 12 weeks with a 4-week break between the first and third sessions. VA will pay each session and will pay the break between the first and third session because it’s 30 days or less. It’s exactly 30 days. If it were 31 days or more, the break between the first and third sessions wouldn’t be paid. VA will consider this student’s summer term to be 12 weeks and will pay the spring to summer term break and the summer term to fall break following the basic restrictions on break pay.
- If terms overlap, the basic rules apply and the break is paid using the combination of dates that pays the highest rate to the student. Using the same dates, a student is certified 8 credits for the 8-week session and 3 credits for the 11-week summer quarter. The student will be paid full-time for 8 weeks and <½-time for 3 weeks (see [Summer Terms and Nonstandard Enrollment Periods](#) on the next page). If the student is certified fall quarter starting 9/27/04, VA will adjust the break to pay the last three weeks of the 11 week term and the break between summer and fall full-time, the higher combination. The logic: If the student didn’t take the 3 credit, 11-week term the student would be paid full-time for the summer term to fall quarter break. The “last day of the preceding term is less than ½-time” restriction is moot in this case.

SUMMER TERMS AND NONSTANDARD ENROLLMENT PERIODS

Standard quarters are 10 to 13 weeks in length and standard semesters are 15 to 19 weeks in length. Standard quarters and semesters generally adhere to the school's academic calendar. When courses don't follow this standard format, their actual beginning dates, ending dates, and number of credits must be reported. If several courses are nonstandard length, the different beginning and/or ending dates should be reported on separate lines, listed chronologically by beginning date. If courses have the same beginning and ending dates, their credits can be combined.

VA converts credit earned during nonstandard quarters or semesters to credit hour equivalents. **VA makes the conversion, not schools. Schools must report actual credit hours.** Credit hour equivalency tables are on the next page. The formula for converting quarters or semesters to credit equivalents is the same, except for the multiplier. The formulas are:

- **Quarter:** $\text{Credit} \times 12 \div \text{weeks} = \text{credit hour equivalents}$. Four quarter credits earned in 4 weeks, for example, is the equivalent of 12 credits earned during a standard quarter ($4 \times 12 \div 4 = 12$) and will pay full-time for 4 weeks.
- **Semester:** $\text{Credit} \times 18 \div \text{weeks} = \text{credit hour equivalents}$. Four semester credits earned in 4 weeks is the equivalent of 18 credits earned during a standard semester ($4 \times 18 \div 4 = 18$) and will pay full-time for 4 weeks.

VA pays education benefits for nonstandard enrollment periods based on credit equivalents. Remember, schools report actual number of credits; VA makes the conversion. When enrollment periods overlap, credit hour equivalents for the period of overlap are combined.

Example:

⇒ If you certified summer sessions as follows

Start	End	Credit
06/21/04	07/16/04	3
06/21/04	08/13/04	3
06/21/04	09/03/04	3

⇒ Muskogee would calculate credit hour equivalents as follows

Credit Hour Equivalents
$3 \times 12 \div 4 = 9$
$3 \times 12 \div 8 = 4$ (round 3 days or less down and round 4 days or more up)
Standard length quarter

⇒ And the student would be paid as follows

06/21/04→	7/17/04→	8/14/04 through 9/3/04
Full-time ($9 + 4 + 3 = 16$)	½-time ($4 + 3 = 7$)	<½-time (3). Note: Tuition & Fees must be reported for this 3 credits since it's <½-time

NOTE: If the student is certified fall quarter 2004 starting 9/27/04, the break between summer and fall will pay ½-time because the term 06/21/04 to 8/13/04 is 8 weeks, the break 8/14/04 to 9/26/04 is less than 56 days, the break is not longer than the terms before or after it, and the rate paid at the end of the 8 week term is ½-time ([See Restrictions on Break Pay and Summer Term Rule](#), page 15).

Credit Hour Equivalency

The credit hour equivalency tables show training time for nonstandard length quarters and semesters. To determine the number of weeks, count the number of days in the enrollment period (first day through the last day) and divide by 7. Disregard a remainder of 3 days or less and consider a remainder of 4 days or more a full week.

Quarter Hour Equivalency Table

Quarter Hours Per Term	Number of Weeks Per Term									
	10 to 13	9	8	7	6	5	4	3	2	1
12 or more	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
11	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT
10	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT
9	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT
8	1/2	3/4	FT	FT	FT	FT	FT	FT	FT	FT
7	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT	FT
6	1/2	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT
5	<1/2	1/2	1/2	1/2	3/4	FT	FT	FT	FT	FT
4	<1/2	<1/2	1/2	1/2	1/2	3/4	FT	FT	FT	FT
3	1/4	<1/2	<1/2	<1/2	1/2	1/2	3/4	FT	FT	FT
2	1/4	1/4	1/4	1/4	<1/2	<1/2	1/2	1/2	FT	FT
1	1/4	1/4	1/4	1/4	1/4	1/4	1/4	<1/2	1/2	FT

Semester Hour Equivalency Table

Semester Hours Per Term	Number of Weeks Per Term														
	15 to 19	14	13	12	11	10	9	8	7	6	5	4	3	2	1
12 or more	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
11	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
10	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
9	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
8	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
7	1/2	3/4	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
6	1/2	1/2	1/2	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT
5	<1/2	1/2	1/2	1/2	1/2	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT
4	<1/2	<1/2	<1/2	1/2	1/2	1/2	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT
3	1/4	1/4	<1/2	<1/2	<1/2	<1/2	1/2	1/2	1/2	3/4	3/4	FT	FT	FT	FT
2	1/4	1/4	1/4	1/4	1/4	1/4	<1/2	<1/2	<1/2	1/2	1/2	3/4	FT	FT	FT
1	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	<1/2	1/2	3/4	FT

TRAINING TIME

In a standard quarter or semester, training time is measured as follows:

Undergraduate

- 12 credit hours is full-time
- 9-11 credit hours is $\frac{3}{4}$ -time
- 6-8 credit hours is $\frac{1}{2}$ -time
- 4-5 credit hours is less than $\frac{1}{2}$ -time ($<\frac{1}{2}$ -time)
- 1-3 credit hours is $\frac{1}{4}$ -time or less

NOTE: Full-time is 13 or 14 credit hours at some schools. These schools should contact their ELR about measuring training time.

Graduate

Accredited schools report graduate (IHL-Grad) training time based on the school's academic regulations. Non-accredited schools must report graduate training time as undergraduate (IHL_Undergrad).

Clock Hours

Sometimes training time is based on clock hours. For example, [Cooperative Training](#) (page 49), [Practical Training](#) (page 28), advance professional training such as a medical residency, and some vocational programs.

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

Full-time measurement is 18 clock hours if classroom instruction predominates and 22 clock hours if shop practice predominates. The clock hour measurement for all approved programs measured and paid by clock hours is listed in OLAF.

Clock hour training time is measured as follows:

18 Hours: Theory Predominates

- 18 hours or more is full-time
- 13-17 hours is $\frac{3}{4}$ -time
- 9-12 hours is $\frac{1}{2}$ -time
- 5-8 hours is less than $\frac{1}{2}$ -time
- 1-4 hours is $\frac{1}{4}$ -time or less

22 Hours: Shop/Practice Predominates

- 22 hours or more is full-time
- 16-21 hours is $\frac{3}{4}$ -time
- 11-15 hours is $\frac{1}{2}$ -time
- 6-10 hours is less than $\frac{1}{2}$ -time
- 1-5 hours is $\frac{1}{4}$ -time or less

Tuition and Fees

When training time is less than ½-time, the student is on active duty, or is in an accelerated payment program, tuition and fees must be reported. The amount reported should be the **actual** amount charged the student. If tuition and fees are \$0.00 or a reduced amount, report the actual amount, including \$0.00 if that's what it is.

If a student's enrollment has overlapping enrollment periods, report tuition and fees for any enrollment period that, by itself, is less than ½-time. For instance, if a student is certified 9 credits for an 8-week period and 3 credits for an 11-week period, then tuition and fees must be reported for the 3 credits, 11-week period. Report the tuition and fees on the same line you report the 11-week enrollment period's beginning and ending dates, reporting the amount charged for 3 credits, not the amount charged for all 11 credits.

STUDENT VERIFICATION OF ENROLLMENT

Chapter 30 and chapter 1606 students must verify their enrollment monthly by Web Automated Verification of Enrollment (WAVE) or by Interactive Voice Response (IVR). The preferred method is WAVE, which includes features not in IVR. When chapter 30 and 1606 students are awarded benefits, the award letter they receive describes WAVE and IVR.

- **WAVE** allows students to verify their enrollment on the Internet. On the Education Service web site (www.gibill.va.gov) click the link (<https://www.gibill.va.gov/wave/default.cfm>) to WAVE. Students must be currently enrolled in an approved educational program and must have a current benefit award to use WAVE.
- **IVR** allows students to “phone in” (877-823-2378) their monthly verifications.

NOTE: The monthly *Student Verification of Enrollment* (VAF 22-8979) form mailed to chapter 30 students since the inception of the program was discontinued July 2002. Chapter 30 students must use WAVE or IVR. At the same time the paper verification was discontinued for chapter 30, the monthly verification process, identical to the chapter 30 process, started for chapter 1606, again by WAVE or IVR.

The monthly verification of enrollment procedure hasn't been adopted for chapter 32 and for chapter 35 Institution of Higher Learning (IHL, i.e. standard college degree) students. Instead, schools are mailed verification forms (VAF 22-6553) periodically to complete and to return for these students.

Student Verification of Enrollment forms are still mailed to chapter 35 Non College Degree (NCD, i.e. certificate and diploma programs) students. The forms must be completed and returned to VA.

ENROLLMENT CERTIFICATION

APPLICATIONS

All VA students must file an application when they first start your school. Students who haven't received VA benefits before must file an original application (veterans VAF 22-1990; dependents VAF 22-5490). Students who have received VA benefits before entering the college and students who change their program from one program to another program after starting the college must file a *Request for Change of Program or Place of Training* (veterans VAF 22-1995; dependents VAF 22-5495).

Keep copies of enrollment certifications (Certs) in the student's file. Submit all Certs via VA-ONCE for all students. When you prepare subsequent Certs for a student, always check the Bio data to see if credit allowed, program, or any other entry needs to be changed.

Original Applications

If an original *Application for Education Benefits* (VAF 22-1990 for veterans or 22-5490 for dependents) is needed, certify the student via VA-ONCE and mail the student's application to Muskogee. On the Cert, insert the “**Application Sent Via US Mail**” VA Standard Remark. Muskogee's address is:

Department of Veterans Affairs
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

NOTE: All four application forms (1990, 1995, 5490, and 5495) can be completed online using [VONAPP](#), VA's Veterans On-line Application Website.

Changes of Program or Place of Training

If a *Request for Change of Program or Place of Training* (VAF 22-1995 for veterans or 22-5495 for dependents) is needed, a signed and dated request from the student must be kept in the student's file at the college. The student can complete a 22-1995 or 22-5495, complete a form you create for change requests, or simply sign and date the copy of the Cert you keep in the student's file. Whichever method is used, you must add the VA Standard Remark “**Student's Request For Change Of Program/Place Of Training Is On File**” to the Cert.

TYPE OF TRAINING

Select the appropriate “Training Type” for the student's program on the Bio screen. Your ELR entered the training types at your school when he or she set up your VA-ONCE site.

- Select “IHL_Undergrad” for undergraduate degree programs, post-baccalaureate programs required to obtain a teacher certification or endorsement, and post-baccalaureate courses required to gain admission to a graduate degree program.
- Select “IHL-Grad” for graduate degrees and programs.
- Select “NCD” (Noncollege Degree) for certificate programs

NAME OF PROGRAM

The program certified must be a degree or certificate granted by your school and approved by the State Approving Agency (SAA). Approved programs are listed in the SAA approval letter and in OLAF, VA's [On-Line Approval File](#).

Enter approved programs listed in OLAF into VA-ONCE. Select Admin/Maintenance/Standard Programs.

On the Bio screen, enter the name of the student's "Program" from the drop down list.

Undeclared Major

Students pursuing a bachelor's degree may not have to declare a major before their junior year at some schools. If a freshman or sophomore hasn't declared a major, report the student's program as "Bachelor (undeclared)". The student cannot be certified beyond his or her sophomore year unless a major is declared.

Nonmatriculated Students

VA defines matriculated as having been formally admitted to a college or university as a degree-seeking student. VA educational benefits cannot be paid to nonmatriculated college or university students unless they are pending admission to your school. In that case they can be certified for two quarters or semesters. The student may be certified beyond this two quarter or two semester limit only if the student is admitted to your school as a degree-seeking student, irrespective of the number of credits taken.

Certify a nonmatriculated student's program as "Bachelor (nonmatriculated)" or "Post-baccalaureate (nonmatriculated)", report prior credit as pending, and certify the student for one quarter or semester. The student can only be certified one more quarter or semester as a nonmatriculated student. If a nonmatriculated student takes a course that will not apply to the degree program the student seeks admission to, the course may not be certified for VA purposes unless it is a prerequisite course required to be admitted to your school or into a specific degree program offered by your school. When a nonmatriculated student is formally admitted, the subsequent new Cert must report the student's program and credit allowed.

NOTE: A student who isn't matriculated at your school may be pursuing a degree at another college or university. The two quarter or two semester limit doesn't apply to students taking courses at your school that apply to a program at another college or university. The procedure for certifying students matriculated elsewhere is described under [Supplemental and Concurrent Enrollments](#) (page 43).

Leveling Courses

If a school requires a student with a bachelor's degree to pursue undergraduate courses to satisfy admission requirements for a graduate degree program (leveling), then the courses required for admission may be certified as part of that graduate degree program. In order to certify the courses, however, the following requirements must be met:

- The student must apply to the school as a graduate degree-seeking student and the student must furnish the school transcripts of all previous education and training.
- The school must determine whether the student meets its matriculation criteria. This process includes evaluation of previous education and training. If the student cannot matriculate immediately upon enrollment, then the requirements the student must meet in order to matriculate must be identified and documented.
- If undergraduate courses are required to matriculate, the school must prepare a statement on the school's letterhead, signed by a responsible school official—The Department Head, for example—that outlines the required undergraduate courses (identified by course number and name). This statement must be kept in the student's file.
- If the student is only certified for undergraduate courses, report training time according to undergraduate credit measurement.
- If both graduate and undergraduate course work is certified, report training time according to undergraduate or graduate measurement, whichever is greater.

CREDIT ALLOWED

Credit allowed for prior education and training must be reported on a student's initial Cert and following any change in program. Only credit that applies toward completion of the student's program should be reported as credit allowed. Use the entries in the “Prior Training Credit” drop down list as follows:

- If none, enter “**None**”.
- If transfer credit is accepted, select “**Enter # Hours**” and enter the number of credits hours allowed that applies towards the student's program. Enter the number of credits that fulfill degree requirements. Don't include excessive elective credits or other credits that don't apply to the program you certified for the student.
- If credit may be allowed but hasn't been evaluated, select “**Pending**” and certify the student for one quarter or semester. When the evaluation is finished, certify the next quarter or semester and report the number of credit allowed.
- If the credit evaluation isn't completed by the end of the first quarter or semester, certify the student a second quarter or semester, again selecting “**Pending**”. Education benefits cannot be paid more than two semesters or three quarters unless prior credit is evaluated and reported to VA.
- Select “**Previously Submitted**” for all Certs for a student continuing in the same program after credit allowed has been reported. “Previously Submitted” tells VA, “Same school, same program, new enrollment period”.

CHANGE OF PROGRAM

If a VA student changes from one program to another at your school (e.g., from BA Psychology to BS Biology) the student must request the change and the school must report credit allowed to VA that applies to the new program (See [Credit Allowed](#), page 25). When there's a change of program:

- Get a signed and dated request for the change from the student (see [Changes of Program or Place of Training](#), page 23).
- Prepare a Cert. Add the VA standard remark “**Student's Request For Change Of Program/Place Of Training Is On File**” to remarks and keep the request in the student's file at your school.
- Submit the Cert.

ENROLLMENT DATES

Select the quarter or semester you want to certify from the “Term Name” drop-down list when you create a new Cert. VA-ONCE will enter the Term Name, Begin Date, and End Date. Enrollment periods that aren't stored in “Standard Terms” can be typed directly into a new Cert.

A standard quarter is 10-13 weeks and a standard semester is 15 to 19 weeks in length with courses beginning the first week and ending the last week, the last day of final examinations. If a course doesn't follow the standard quarter or semester format, certify the actual begin date, end date, and credit for the course(s) on a new Cert (see [Summer Terms and Nonstandard Enrollment Periods](#), page 16).

Each quarter or semester is a new Cert. When you certify students you can certify them for one or more terms. If you prefer to certify more than one term, the student plans to attend through spring, and prior credit has been evaluated and reported, then certify the student through spring. Certify summer towards the end of spring term or after spring term quarter or semester.. If a student's summer enrollment is at least half-time and eight weeks or longer, you have early fall registration, and you know the student will attend the next academic year, then you can certify the student summer through the following spring when you certify summer.

If a student is <1/2-time, is on active duty, or is certified for accelerated payment, the student can only be certified one quarter or semester at a time and tuition and fees must be reported.

VA-ONCE Standard Terms

Store standard term dates in VA-ONCE (Admin/Maintenance/Standard Terms). Stored terms must have a “Term Name”, “Begin Date”, “End Date” and “Drop Date”.

- Term names are limited to 10 characters. Use a uniform system that keeps within 10 characters (Example: Fall 03, Winter 04, Spring 04, and Sum 04). If you have multiple calendars, you can store more than one academic calendar. If you do, incorporate a character into the calendar name to differentiate the calendars (Example where undergrad and grad calendars differ: U Fall 03, G Fall 03, U Spr 04, G Spr 04).

- Begin and End dates for a quarter or semester are the first day of class and the last day of final exams.
- The drop date is the brief, officially designated period of time at the beginning of a term when students can drop courses without academic penalty. For VA purposes, the drop date cannot be more than 30 days from the start of the term.

The drop date field is used by VA-ONCE to ensure that dates used with reasons like “Reduction/Withdrawal During Drop Period” and “Reduction/Withdrawal After Drop Period” are appropriate. VA-ONCE automatically sets the drop date for a term to 30 days, unless an earlier date is entered. What does this mean?

- If the drop period for a term is less than 30 days from the begin date, you must enter the last date of the drop period in the 'Drop Date' field. VA-ONCE will store and use that drop date.
- If the drop period for a term ends 30 or more days after the term begins, you don't need to enter anything in the 'Drop Date' field. If you try to save a term with a drop date more than 30 days VA-ONCE says, “Drop Date must be less than 30 days from the first date of the term. Please Correct.”

NOTE: If you use a term you didn't store in standard terms with a drop date, then VA-ONCE assumes the drop date is 30 days and won't accept “Reduction After Drop Period – Nonpunitive Grades Assigned” if the effective date you report is within 30 days of the begin date. If you encounter this problem, work around it by submitting the change as a “Reduction During Drop Period” and explain in remarks: “Drop is after drop period – nonpunitive grade (or punitive grade if it's punitive), but VA-ONCE won't accept after drop period as the reason.”

CREDIT

Enter the number of credits the student will earn each quarter or semester. If a student is certified less than $<1/2$ -time or drops below $1/2$ -time, tuition and fees must be reported.

Undergraduate: If the student will be full-time, but you don't know the exact number of credits that will be taken, enter 12. In a standard quarter or semester:

- 12 credits or more are full-time
- 9-11 credits are $3/4$ -time
- 6-8 credits are $1/2$ -time
- 4-5 credits are less than $<1/2$ -time
- 1-3 credits are $1/4$ -time or less

Graduate: Enter the training time according to your school's academic policy.

Course Applicability

Only credits that apply toward completion of the student's program can be certified to VA. If 12 credit hours are certified, all 12 must apply. If a student enrolls for 12 credits, but only 9 credits satisfy a program requirement, then certify 9 credits.

There are two exceptions to the rule about course applicability:

- The last quarter or semester before graduation, all credit hours taken can be certified if 1 or more of the credits **satisfy a graduation requirement**. Last means **last**. There is only one last quarter or semester.
- If the college allows substitutions for program requirements, VA will allow course substitutions if the school approves them and they are documented in the student's file.

Changes in credits don't have to be reported unless training time changes. If an undergraduate student is certified for 15 credits in a standard quarter or semester, for example, it isn't necessary to report a change **unless** applicable credits drop below 12.

Repeating Courses

Courses that are failed or for which the grade does not meet minimum requirements for graduation may be certified for VA purposes if they are repeated.

Courses that are successfully completed may not be certified for VA purposes if they are repeated. If students must take additional courses in order to raise their GPA to graduate, the courses must be courses that have not already been successfully completed by the student.

Remedial and Deficiency Courses

Remedial and deficiency credit should be put in the R/D column, rather than the credit column. When students have both credit and R/D credit, VA combines the credit to determine training time. R/D credit is used to correctly charge entitlement for chapter 35 students. Deficiency courses do not need to be listed in remarks.

Remedial and deficiency courses are courses designed to correct deficiencies in basic mathematics, English, and reading at the elementary or secondary level. The State Approving Agency (SAA) must approve remedial and deficiency courses. If approved, these courses can be certified as part of an approved program, but only for students for whom a verifiable need has been established. Keep test results and other documents that support the need for remedial and deficiency courses in the student's file.

- Chapters 30, 32, and 1606: Entitlement is charged for remedial and deficiency training.
- Chapter 35: Entitlement is **not** charged for 5 months of full-time remedial and deficiency training. If a chapter 35 student is certified for 6 standard credits and 6 remedial credits, payment is full-time, but entitlement is charged ½-time.

Practical Training

Practical training is academic training that includes actual job experience. Practical training courses must be approved by the SAA. Some practical training is only measured in clock hours—a medical residency, for example—and some practical training is measured in credit hours. When a practical training course is measured in credit hours by a school, the school can certify the course by credit hours or by clock hours, whichever is to the advantage of the student. Twelve credit hours or 18 clock hours per week is full-time.

Student Teaching

If a student takes a 6 credit hour student teaching course that requires 30 clock hours attendance a week, certify the course in clock hours. The student is ½-time by credit hours, but full-time by clock hours. If you certify clock hours, in remarks enter: “Student teaching course measured in clock hours according to M22-4, Part IV, Paragraph 7.09.”

Other Practical Training

Other courses may be approved by the SAA as practical training; for example, externship, internship, and practicum. Like student teaching, these courses can be certified in credit hours or by clock hours, whichever is to the student’s advantage. Examples: (1) If a student takes a 6 credit hour externship that requires 24 clock hours attendance per week, certify the course in clock hours. (2) It’s possible to certify credit hours and clock hours during the same quarter or semester. If a student takes a 3 credit lecture course and a 4 credit internship that requires 12 clock hours per week, certify 3 credit hours and 12 clock hours. Seven credits would be ½-time, but 3 credits and 12 clock hours would be ¾-time. In remarks enter, “Student taking a 3 credit lecture course and a 3 credit, 12 clock hour internship. Measure according to M22-4, Part IV, Paragraph 7.09.”

Independent Study (Internet and Distance Learning)

Independent study is a course or program offered without regularly scheduled, conventional classroom or laboratory sessions. The courses or programs must consist of a prescribed curriculum with provision for interaction by mail, telephone (toll-free to the student), computer, or personally between the student and a regularly employed faculty member of the school. Independent study courses are paid the same as resident courses. Independent study courses and programs must be accredited and must lead to a standard college degree or certificate at an Institution of Higher Learning (IHL). Further, they must be specifically approved for VA purposes by the SAA.

Credit for Internet and distance learning courses and programs can be certified. The courses must have a defined begin and end date. Usually these dates are standard quarter and semester dates.

SUBMITTING AND MAILING CERTIFICATIONS

Certs can be submitted before the term begins, unless training time is less than ½-time, the veteran is on active duty, or accelerated payment is requested. If a student is less than ½-time, on active duty, or certified for accelerated payment the Cert must be submitted on or after the first day of class and tuition and fees must be reported.

NOTE: Muskogee adopted a “temporary” deviation that eliminates “confirmed enrollments”. There will be a small number of certifications VA’s computer systems can’t process before the term starts. When this happens, Muskogee will hold the certification and input it after the term begins.

Education claims are processed in Muskogee. The address is:

Department of Veterans Affairs
VA Regional Office
PO Box 8888
Muskogee, OK 74402-8888

NOTICE OF CHANGE IN STUDENT STATUS

AMEND, ADJUST, AND TERMINATE

A copy of the *Notice of Change in Student Status* should be printed and put in the student's school file.

A *Notice of Change in Student Status* reports one of three distinct actions.

1. **Amend** should only be used to change the begin date, end date, tuition and fees, and/or typographical errors on a certification that you have already submitted (Status 4, 5M, or 5A).
2. **Adjust** should be used when a student is increasing or decreasing the hours in which they are enrolled. An adjustment should not be used if a student is completely withdrawing from a training period. If training time drops to less than ½-time, tuition and fees must be reported.
3. **Terminate** should be used if the student is completely withdrawing from an enrollment period. This applies even if they are in multiple or overlapping enrollment periods. If the student is completely withdrawing from one of the enrollment periods it is considered a termination for that period. VA-ONCE will give you the option to terminate all other periods or to leave them as previously certified.

DROPS AND WITHDRAWALS

All withdrawals must be reported. Reductions do not have to be reported unless training time changes (see [Credit](#), page 27). If a student certified for 15 credits drops a course, it isn't necessary to report the change unless applicable credits drop below 12.

If a reduction drops a student to <½-time, tuition and fees must be reported. Changes in tuition and fees should always be reported for students on active duty or training at <½-time even if there is no change in the actual training time. Be careful when reductions involve nonstandard enrollment periods (see [Summer Terms and Nonstandard Enrollment Periods](#), page 16, and [Credit Hour Equivalency](#), page 17). Caution may dictate routinely reporting all nonstandard reductions.

First Day of Term

When students withdraw from school on the first day, reporting the termination can be tricky.

- If the student terminates the first day of the term after attending class, the student should be paid for the break and for that first day. Report the termination reason as “Withdrawal During Drop Period” and report the “LDA/EFF Date” as the first day of the term.
- If the student didn't attend class and withdraws on the first day, the student shouldn't be paid for the break and for the first day. Report the termination reason as “Withdraw Before Beginning Of Term” and report the “LDA/EFF Date” as the last day of the previous term the student attended.
- If a new student certified for the first time does not start the term, report the termination reason as “Withdraw Before Beginning Of Term” and report the “LDA/EFF Date” as the first day of the term.

During Drop Period

If a student withdraws during the school's drop period, identify the adjustment or termination as "During Drop Period". The drop period is the designated period at the beginning of a term when students can add and drop classes without a grade being recorded on their transcript.

NOTES: (1) Put the "Drop Date" in "Standard Terms" when you add terms. (2) For VA purposes the drop date cannot be more than 30 days from the beginning date of the term. (3) If there isn't a designated drop date and the student drops during the term, report the drop as "After Drop Period" as described below.

After Drop Period

If a student withdraws after the drop period, report the adjustment or termination as "After Drop Period – Non-punitive Grades Assigned" or "After Drop Period – Punitive Grades Assigned" as appropriate. Accurately identify whether the grade assigned is nonpunitive or punitive. The action VA takes differs for nonpunitive and punitive grades. If the grade is nonpunitive [Mitigating Circumstances](#) (page 35) are an issue.

Nonpunitive Grades

A nonpunitive grade is a grade that doesn't count as earned credit and that doesn't affect progress standards for graduation. A withdrawal after the drop period is nonpunitive if it isn't calculated into the student's GPA and if it doesn't otherwise affect academic progress. Nonpunitive grades have the same effect as an audit. They don't apply to the degree and they don't affect academic progress.

Punitive Grades

A punitive grade is a grade that doesn't count as earned credit, but is used in determining a student's progress toward graduation requirements. The common punitive grade is "F". Other grades can be punitive. A "W" grade assigned 0 points, for instance, has the same effect as an F assigned 0 points.

If students complete the term with punitive grades, the punitive grades do not have to be reported. If punitive grades lead to unsatisfactory progress, however, students must be terminated for [Unsatisfactory Progress](#) (page 39).

NOTES

Some schools assign "W" or "WF" grades that are calculated into GPA. A "W" or "WF" assigned 0 points has the same effect as an "F" assigned 0 points. These "W" and "WF" grades are punitive, not nonpunitive.

California community colleges specifically calculate "W", "NC", and "I" grades into academic progress standards and these grades can result in probation and dismissal. A grade that affects progress and that can result in probation and dismissal is punitive, not nonpunitive.

Some schools have a "forgiveness" policy that allows students to repeat an "F" for a better grade. If a student receives a better grade, the original punitive "F" is "forgiven" and converted to a nonpunitive grade. This converted nonpunitive grade does not have to be

reported to VA. If the student repeats and fails a second time, however, any “F” converted to a nonpunitive grade must be reported as a nonpunitive grade.

Mitigating Circumstances

Mitigating circumstances are circumstances beyond the student's control that prevent the student from continuing in school or that cause the student to reduce credits. Examples are:

- An illness or death in the student’s immediate family.
- An illness or injury afflicting the student during the enrollment period.
- An unavoidable change in the student’s conditions of employment.
- An unavoidable geographical transfer resulting from the student’s employment.
- Immediate family or financial obligations beyond the control of the claimant that require him or her to suspend pursuit of the program of education to obtain employment.
- Discontinuance of the course by the school.
- Unanticipated active military service, including active duty for training.
- Unanticipated difficulties with childcare arrangements the student has made for the period during which he or she is attending classes.

When a student terminates or reduces **after** the drop period and a nonpunitive grade is assigned, mitigating circumstances are an issue. If mitigating circumstances are needed and adequate evidence of mitigating circumstances isn’t received, VA will not pay for the course or courses in question. If the student has already been paid for the course or courses, VA will create an overpayment (subject to the 6-credit hour exclusion described below) from the beginning of the term.

If mitigating circumstances are an issue for the adjustment or termination reason you select, VA-ONCE will display a Mitigating Circumstances box. The drop down arrow for the box will display the above list of mitigating circumstances. If you know the circumstance and it’s clearly one of the circumstances listed, then select that circumstance. If you don’t know the student’s circumstance or if you aren’t sure the student’s circumstance clearly meets a listed circumstance, then leave the mitigating circumstance box blank. If you leave the mitigating circumstance box blank VA will ask the student to provide evidence of a mitigating circumstance.

6-Credit Hour Exclusion

VA automatically grants mitigating circumstances for up to 6 credits the first time a student reduces or terminates and mitigating circumstances must be considered. This automatic grant is called the 6-Credit Hour Exclusion. The exclusion is a **one time grant** made the first time mitigating circumstances must be considered for the student. Up to 6 credits can be excluded if the student has been awarded benefits for the credit. The 6-credit hour exclusion cannot be granted if the student **completes** the term and receives nonpunitive grades.

- If the student withdraws from 3 credits, the exclusion will be granted for 3 credits and the student’s one time exclusion is used.
- If the student withdraws from 12 credits, the exclusion will be granted for 6 credits, the student’s one time exclusion is used, and the student must provide mitigating circumstances for the other 6 credits.

NONPUNITIVE GRADES—END OF TERM

A nonpunitive grade is a grade that doesn't count as earned credit and that doesn't affect progress standards for graduation. Nonpunitive grades have the same effect as an audit.

If a student completes the term and receives nonpunitive grades, the nonpunitive grades must be reported to VA if they change training time (see [Credit](#), page 27). An example of a nonpunitive grade is an "X" (no basis for grade), a "NP" (no pass), a "NC" (no credit) or a "U" (unsatisfactory) that does not count as earned credit and that is not calculated into the grade point average.

The "LDA/EFF Date" for end of term nonpunitive grades is the end date of the term.

- If the change is an adjustment, the reason is "Student Completed Term But Nonpunitive Grades Assigned For One Or More Courses." If a student certified 12 credits receives a nonpunitive grade for a 3-credit class, report the nonpunitive grade as an adjustment from 12 to 9 credits.
- If the change is a termination, select "Other" or "Unsatisfactory Attendance, Conduct, or Progress" as the reason as appropriate. In remarks, report the number of nonpunitive credits. Example: "Student received 6 nonpunitive credits, reducing him from 12 to 6 credits."

NOTES

Withdrawals and incompletes may be nonpunitive, but are described elsewhere (see [Drops and Withdrawals](#), page 33, and [Incompletes](#), below). Grades like "P" (Pass) or "S" (Satisfactory) are not calculated into the student's grade point average, but do count as credit earned. Since these grades are earned credit, they are not nonpunitive grades that need to be reported to VA.

California community colleges specifically calculate "W", "NC", and "I" grades into academic progress standards and these grades can result in probation and dismissal. These three grades are punitive, not nonpunitive, at California community colleges.

INCOMPLETES

There are two procedures for incomplete grades, one for incompletes that remain permanent nonpunitive grades and another for incompletes that convert to a letter grade.

Incompletes Remain Permanent Nonpunitive Grades

Incomplete grades that will remain permanent nonpunitive grades must be reported to VA as follows:

- Report incomplete(s) as an adjustment if, for example, a student certified for 12 credits receives 3 credits incomplete. In this case adjust credit from 12 to 9, select "Other (Explain in Remarks)" as the reason, and enter the ending date of the term as the "LDA/EFF Date". In remarks enter something like, "Student completed term with 3 credits incomplete."

- Report incomplete(s) as a termination if the student doesn't continue in school or is terminated for "Unsatisfactory Attendance, Conduct, or Progress".

Example 1. A student certified for 12 credits receives 3 credits incomplete and doesn't continue in school. Adjust credit from 12 to 9, select "Other (Explain in Remarks)" as the reason, and enter the ending date of the term end as the "LDA/EFF Date". In remarks enter something like, "Student completed term with 3 credits incomplete."

Example 2. A student certified for 12 credits receives 9 credits "F", receives 3 credits incomplete, and is terminated for unsatisfactory progress. Adjust credit from 12 to 9, select "Other (Explain in Remarks)" as the reason, and enter the ending date of the term as the "LDA/EFF Date". In remarks enter something like, "Student terminated for unsatisfactory progress and student completed the term with 3 credits incomplete."

Track incomplete grades you report to VA. If a student makes up an incomplete, report its completion to VA as an adjustment for the term the student received the incomplete. If a student reduced from 12 to 9 credits for an incomplete makes up the incomplete, then adjust credits from 9 to 12 when it is completed. The "LDA/EFF Date" is the end date of the term. In remarks enter something like, "Student completed incomplete previously reported." An "F" (punitive grade) is considered completion.

VA diaries incompletes for one year. Unless you report incompletes as made up, at the end of the one year diary VA will assume the incomplete wasn't made up, will reduce benefits retroactively, will retroactively create an overpayment, and will ask the student for evidence of mitigating circumstances.

The one-year diary is nothing more than a control date for VA to take the actions cited. VA regulations do not limit the length of time during which a course can be completed. If your school's academic policy allows a grade to be completed after one year and it is completed after one year, report the change to VA.

An incomplete doesn't need to be reported if training time isn't affected. Example: A student takes 15 credits, completes 12 credits, and receives 3 credits incomplete. Training time isn't affected because the incomplete doesn't reduce the student below full-time (see [Credit](#), page 27).

CAUTIONS: 1) If the 12 completed credit included nonpunitive grade credit, then the incomplete would affect training time. 2) Be careful with nonstandard enrollment period incompletes (see [Summer Terms and Nonstandard Enrollment Periods](#), page 16).

If your school has a short deadline for making up incompletes after which they become permanent, nonpunitive grades, wait and report the incompletes as end of the term nonpunitive grades if they aren't completed (see [Nonpunitive Grades–End of Term](#), page 36). At some schools, for instance, incompletes become permanent, nonpunitive grades if not completed by the fourth week of the following term. If this is the case, simply wait the four weeks and report the incompletes as end of the term nonpunitive grades if they aren't completed.

Incompletes Convert to a Letter Grade

Incompletes at many schools convert to an "F" or to an alternate letter grade if they are not completed by a specific date. Incompletes do not need to be reported to VA if they convert to a letter grade (A, B, C, D, F, or Pass). Incompletes **do** need to be reported as nonpunitive grades if

they convert to a nonpunitive grade (e.g., NP if NP is nonpunitive). If the converted grades result in unsatisfactory progress, the student may need to be terminated for unsatisfactory progress.

AUDIT

Audited courses may not be certified. If the school's grading policy allows a student who registers for credit to later change to audit, report the change from credit to audit as a withdrawal, effective the day the student changed from credit to audit. Report the withdrawal as you would other withdrawals.

UNSATISFACTORY PROGRESS

A student who fails to maintain your school's academic standards of progress and is suspended or dismissed must be terminated for "Unsatisfactory Attendance, Conduct, Or Progress".

STANDARDS OF PROGRESS

Schools must have and enforce adequate standards of progress. Progress standards must be approved by the SAA.

1. Progress standards should clearly define when and under what conditions a lack of progress results in suspension or dismissal.
2. Progress standards should not allow an indefinite probationary period without improvement. Standards that allow a student to remain in a probationary status for more than two consecutive terms without defined improvement in academic standing do not meet minimum requirements for approval.
3. If a school's overall standards do not meet the requirements for approval, school officials may establish a different standard specifically for VA students. These standards will be used for reporting unsatisfactory progress to VA.
4. Progress standards must be in the school catalog or other appropriate documentation and they must define the following:
 - The school's grading system.
 - The minimum satisfactory grade level.
 - The grade level required for graduation.
 - The specific point at which progress is unsatisfactory and a student is subject to suspension or dismissal.
 - The probationary period, if any.
 - Conditions for dismissal due to unsatisfactory conduct.
 - Conditions for a student's reentrance following dismissal or suspension for either unsatisfactory progress or unsatisfactory conduct.

Progress Records

All schools must maintain progress records (e.g., academic transcript) that clearly illustrate students' progress towards the completion of their program.

- Courses organized on a term basis must have records that show the subjects taken each term and the grade assigned at the end of the term.
- For courses not organized on a term basis, the school must establish standards that define a minimum proficiency level necessary for successful completion at given periods of time. The school must establish specific points within the course for evaluation of a student's progress toward completion.

APPEALS

It's not uncommon for schools to allow students to appeal suspensions to an academic dean or to an academic review committee. Such an appellate process must be equally available to all students. That a school allows a student to remain enrolled after successful appeal of an academic suspension does not make the standards unacceptable. In these cases the school must:

1. Report that the student was subject to suspension but allowed to remain enrolled by appeal.
2. Annotate the suspension on the student's transcript or other permanent record.
3. Submit a Cert terminating the student effective the last day of the term in which progress was unsatisfactory.
4. Submit a Cert reenrolling the student effective the beginning of the term the student reenrolls.
 - If the student is re-enrolling in a program other than the one from which the student was just terminated because of unsatisfactory progress, then the school should include a statement in the Cert remarks that describes the conditions for the student's continued enrollment. The conditions must describe the minimum performance standards the student must achieve during a specified period of enrollment—for example, a 1.4 grade point average by the end of the first quarter, a 1.7 grade point average by the end of the second quarter, etc.
 - If the student is re-enrolling in the same program from which the student was just terminated for unsatisfactory progress, then the school does not have to submit a statement of conditions for continued enrollment.

POLICY & PROCEDURE

SUPPLEMENTAL AND CONCURRENT ENROLLMENTS

A student may take courses at more than one school that apply to his or her degree. The school that will grant the degree is the student's "primary" school. All other schools are "secondary" schools.

VA can pay benefits for courses taken at secondary schools. If the student is only enrolled at the secondary school (supplemental enrollment), VA will pay for the credits taken at the secondary school. If the student is enrolled at the primary school and the secondary school at the same time (concurrent enrollment), VA will pay for the combined credit, taking overlapping enrollment dates into account.

If You're the "Primary" School

If a student takes courses elsewhere that satisfy requirements for his or her degree at your school, then you're the primary school and the student is a "Guest Student" at the secondary school. Prepare a letter ("primary school letter") addressed to the VA Certifying Official at the secondary school. E-Mail, snail mail, fax, or let the student hand carry the letter to the secondary school. Keep a copy of the letter in the student's file. The letter must:

1. Identify the student (name, social security number, and education chapter; file number and suffix for chapter 35) as a student at *<insert name and facility code of your school>* pursuing a *<insert name of your student's program>*.
2. State, "The courses listed below satisfy *<insert name of program>* requirements and will transfer at full value to *<insert name of your school>*."
3. List the courses the student is taking or will take at the secondary school that your school will accept as transfer credit that apply to the student's program.
4. State, "*<Student>* intends to take the above courses at *<Secondary School>* *<Identify term, e.g., spring quarter 2004>*. Please certify the course(s) to VA as the secondary school. VA data and history for both primary and secondary schools will be in VA-ONCE.

Ensure a transcript is obtained from the secondary school and that transfer credit is granted, grade permitting. When a compliance survey is conducted, your records will be reviewed to see if the course applied to the student's program and to see if transfer credit was granted, grade permitting.

If You're the "Secondary" School

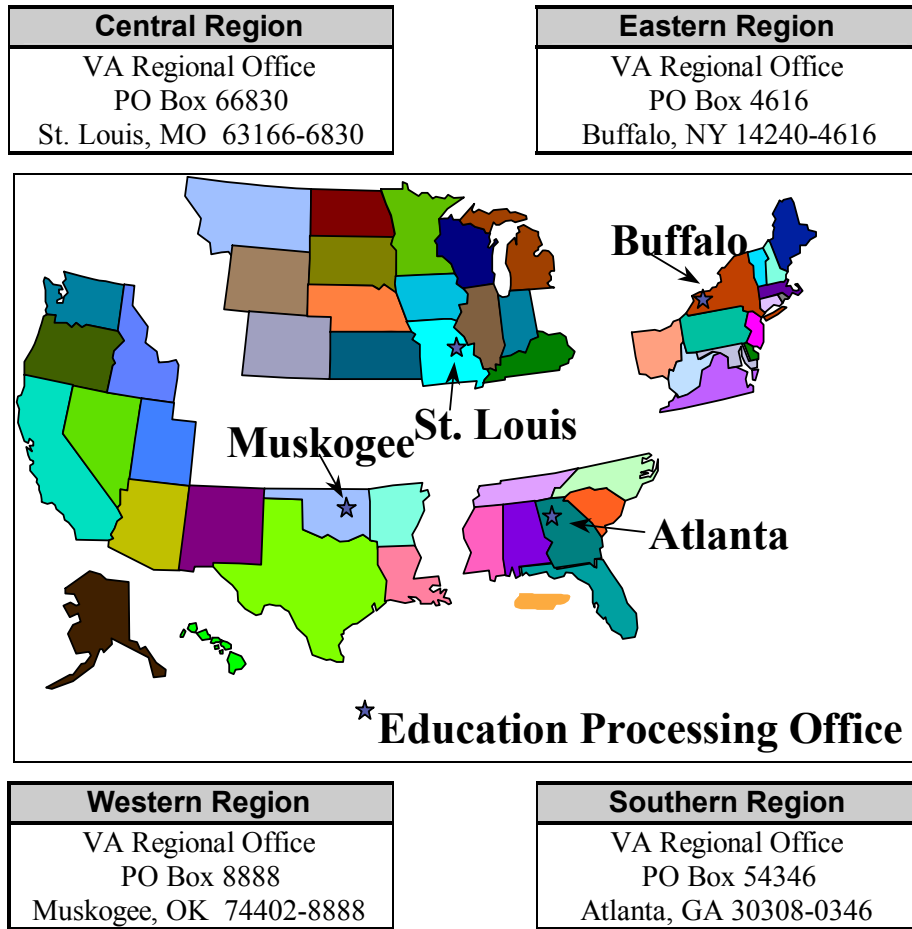
If a student takes courses at your school that will apply to a degree the student is pursuing elsewhere, you are the secondary school and the other school is the primary school. The student's primary school will send you a primary school letter. In VA-ONCE:

1. Adopt the student.
2. Certify the student as a "Guest Student". VA-ONCE will have you enter the name of the primary school. VA-ONCE will insert "Guest Student" for program, insert "NA" for credit allowed, and insert "Courses Confirmed To Be Applied To A Degree Program At *<Name of primary school you entered>*" in remarks.
3. Only certify courses listed in the primary school letter. Remember tuition and fees if the student is less than ½-time.

Secondary schools must report all changes in enrollment for secondary students. Amend, adjust, and terminate Certs as you would for any VA student. VA data and history for both primary and secondary schools will be in VA-ONCE. The data and history can be seen by both the primary and the secondary school.

Regional Processing

If the parent school is in the Muskogee region, transmit or mail supplemental and concurrent enrollment certifications and notices of changes to Muskogee like you usually do. If the parent school is not in the Muskogee region, **mail** the supplemental and concurrent enrollment certifications and notices of change in student status to the parent school's Regional Processing Office.



**SAMPLE PARENT SCHOOL LETTER
(Suggested Format)**

NAME AND
ADDRESS OF PARENT SCHOOL

Date

NAME AND
ADDRESS OF SECONDARY SCHOOL

<Student's Name (Claim Number)> is a chapter <e.g., 30> student at <Name of School (facility code)> pursuing a <Name of Program, e.g. B.S. History degree>.

The course(s) listed below satisfy *<Name of Program>* requirements and will transfer at full value to *<Name of School>*.

List course(s) by title and number

Student intends to take the above course(s) at *<Secondary School> <Identify term, e.g., spring term 2004>*. Please certify the courses to VA as the secondary school and send me a copy of your Enrollment Certification for my records.

SIGNED BY THE CERTIFYING OFFICIAL
TELEPHONE NUMBER

NOTE: E-mail parent school letters are fine. The e-mail message simply needs to convey the facts outlined in the parent school instructions and a copy must be kept by the parent school in the student's file.

DUAL DEGREES AND DUAL MAJORS

A student may pursue a dual degree or dual major to accomplish a single objective. For example, a student might pursue a B.S. Business degree and a B.S. Computer Science degree to become an Information Resource Manager.

Dual degrees and dual majors must be approved by the SAA.

- If a dual degree or dual major is listed in your catalog or is pursued under an academic policy that defines the requirements for dual degrees or dual majors, then the dual degree or dual major may be certified to VA if the SAA has approved the dual degree or dual major, or the SAA has approved the policy under which the dual degree or dual major is pursued.
- If a dual degree or dual major is not listed in your catalog or is not defined by academic policy, then the dual degree or dual major must be approved by the SAA. This approval must be obtained even when the two separate degrees or two separate majors are approved by the SAA.

Different SAAs have different requirements, so check with your SAA about approval requirements. In general, however, a request for a dual degree or dual major approval should include:

- The name and claim number of the VA student for whom approval is requested.
- The exact title of the two degrees or the two majors for which approval is requested and the page numbers in the current, approved catalog where the degrees or majors can be found (e.g., B.S. Business and B.S. Computer Science).
- A description of the single career field to which the degrees or majors relate (e.g., Information Resource Manager).
- A three-part curriculum guide that lists the courses and credits required for the dual objective. Using the above example, the guide would list the courses and credits (1) unique to B.S. Business, (2) unique to B.S. Computer Science, and (3) common to both degrees. If approved, a copy of the curriculum guide must be given to the student and a copy must be kept in the student's VA file.

NOTE: The curriculum guide must reflect the minimum number of credits required to earn the dual objective. Free elective credit may not be included in the curriculum guide unless they are required to meet the minimum number of credit hours required to complete the dual objective.

- Using the curriculum guide, report the number of credits the veteran has already earned towards the dual objective and the number of credits the veteran must still complete. A responsible school official (e.g., Registrar or Degree Audit Specialist) must prepare the curriculum guide and complete the credit evaluation.

The approval request should be signed by the Certifying Official and by the responsible school official. Approval for the dual objective should be obtained from the SAA before certifying the student in the program. Identify the dual objective on the *Enrollment Certification* as it's approved by the SAA (e.g., B.S. Business & B.S. Computer Science). In remarks, enter "Dual objective approved by SAA. Approval in student's file."

DUAL MAJOR/DUAL DEGREE APPROVAL
(Suggested Format)

1. Student's Name: _____

2. VA Claim Number: _____

3. Name of dual degree or dual major (e.g., B.S. Business and B.S. Computer Science):

4. Found on pages _____ of current catalog.

5. Single career field to which this dual degree/major leads: _____

6. Credit hours already earned toward degree: _____

7. Total *additional* credit hours need to achieve dual objective: _____

8. Total credit hours required to achieve the dual objective: _____

Curriculum guide attached.

APPROVED BY

Department Chair or Dean: _____ Date: _____

School Certifying Official: _____ Date: _____

TUTORIAL ASSISTANCE

Tutorial assistance may be paid to students under chapters 30, 32, 35 and 1606. Tutorial assistance helps the student pay for necessary tutoring and is a supplement to the student's regular education benefit.

Overview

VA may pay tutorial assistance to a student receiving education benefits.

The monthly rate may not exceed the cost of tutoring or \$100. The maximum amount payable is \$1200. There is no entitlement charge for the first \$600 under chapters 30, 32, and 1606. There is no entitlement charge under chapter 35.

The student, tutor, and certifying official must complete an *Application and Enrollment Certification for Individualized Tutorial Assistance* (VA Form 22-1990t). The application may be submitted at the end of each month or combination of months. The application must be signed and dated on or after the date of the last tutoring session certified. VA can pay for tutorial assistance during the one year period before the date VA receives the application.

Eligibility

All of the following criterion must be met for a student to be eligible for tutorial assistance.

- The student must be in a post secondary program on a ½-time or more basis.
- The student must have a deficiency in a course that is part of his or her approved program.
- The student must be enrolled in a course during the same quarter in which tutoring is received for that course. Tutoring may not occur between quarters or semesters.

School Certification

When a certifying official signs an *Application and Enrollment Certification for Individualized Tutorial Assistance*, he or she certifies that:

- Tutoring is essential to correct a deficiency. A letter from the course instructor should be put in the student's VA file. The letter must state that the student is deficient in the course and that individual tutoring is required to correct the deficiency.
- The tutor meets the college's qualifications. Ideally, the school maintains a list of approved tutors. The list should indicate the subjects a tutor is qualified to tutor and the hourly charge. Students should be assigned a tutor from the approved list. A tutor may not be a close relative of the student.
- The charges do not exceed the usual charges for tutoring.
- The tutoring is given on an individual basis.

COOPERATIVE TRAINING

Colleges and universities are increasingly offering work experience or work internship programs. The term **cooperative training** (co-op) is used by VA to denote school-sponsored programs that consist of school instruction and on-the-job (OJT) training. For example, a community college may offer an A.A.S. Automotive Technology degree with course work at the college and OJT at a car dealership. Like all programs, co-op programs must be specifically approved by the SAA.

Cooperative training, like some forms of practical training (see [Practical Training](#), page 28 and [Training Time](#), page 18), can be certified by credit hours or by clock hours, whichever is to the student's advantage. Examples: A student takes 12 credits at the college one quarter and 6 credits OJT (40 clock hours) at a place of business the next quarter. The student is certified 12 credits the first quarter and 40 clock hours the second quarter. The student is full-time both quarters.

Co-op training may occur in two formats: alternating co-op or parallel co-op.

Alternating Co-op

The student alternates full-time school attendance with full-time OJT training. For example, a student may alternate one term of full-time school attendance with one term of full-time OJT, or a student may take a 4 term of classroom instruction phase and then finish a program with a one term OJT phase (internship or externship). The school and the OJT phases must be full-time.

The school and OJT phases may alternate on a weekly, monthly, or term basis. However they alternate, the school phase must be at least as long as the OJT phase. If a school phase is certified for one month, then the subsequent OJT phase cannot be more than one month. A school phase can be longer than an OJT phase, but an OJT phase can never be longer than the school phase.

Parallel Co-op

The student attends school half-time and works (OJT) half-time. For example, a student takes 6 classroom credits in the morning and 3 OJT credits (20 clock hours) in the afternoon. The combination of school and OJT must equal full-time. In this case, the student is full-time because the 6 classroom credits is ½-time and 20 clock hours is ½-time.

The school phase of training must be at least as long as the OJT phase of training. The student must be attending school at least half-time each day the student works OJT, but the student can't work more than 4 hours per day. A student could be attending school three-quarter time each day and working half-time or less, but not the other way around.

Rules for Cooperative Training

Cooperative training must be a **full-time** program. The school phase and the OJT phase together constitute one co-op cycle. The OJT phase must be an integral part of the school's approved program. The OJT must be supervised by school instructors, the school must arrange the OJT phases with employers, the school must arrange for the placement of individual students in the OJT, and the school must grant credit for the OJT.

A VA student must elect co-op in writing. The best method is for the student to write an election statement in the “Remarks” block of the Enrollment Certification that the student signs and dates. With VA-ONCE, the school should obtain a written election statement, keep the statement in the student’s school file, and enter in the Cert’s remarks, “Student’s written election for co-op training on file.” Once a student elects co-op training, the student must complete both phases (school and OJT) of each co-op cycle. If the student finishes the first phase, starts the second phase, and drops out; an overpayment may be created back to the beginning of the first phase, to the start of the cycle.

Although VA regulations require certain procedures and a specific minimum ratio of school and OJT, local and state requirements always take precedence and veterans are expected to follow the same rules and internal procedures as all other students. Sometimes this means a particular co-op program cannot be approved for veteran training because state or school rules conflict with VA regulation.

USEFUL INFORMATION

VA ON THE WEB

GI Bill Website

VA Education Service maintains a “One Stop” website (www.gibill.va.gov) that has or links to just about everything of interest to veterans and certifying officials. Give the site’s address to your students. On the home page and in the menu bar you’ll find:

- [Electronic Application Form](#) links to VONAPP, the Veterans On-line Application Website. Veterans can complete and submit the Application for Education Benefits (22-1990), Request for Change of Program or Place or Training (22-1995), Application for Survivors’ and Dependents’ Educational Assistance (22-5490), Request for Change of Program or Place of Training (22-5495), and the application for Vocational Rehabilitation (28-1900) to VA via VONAPP.
- [Ask a Question and Find an Answer](#) links to a good support and help site for both students and school officials. If school certifying officials e-mail VA about a student the certifying official should use this secure site (see [Internet Inquiry System](#), page 54)
- [Education Benefit Programs](#) has general and detailed information about VA education benefits. “Detailed Information” links to on-line copies of the chapter 30, 32, 35, and 1606 education pamphlets. If a student wants a pamphlet, direct the student to this link. There’s also information about Top-up and about reimbursement for licensing and certification tests. Licensing and certification’s Questions and Answers link takes you to a page that explains that benefit in detail.
- [WAVE](#) (Web Automated Verification of Enrollment). Chapter 30 and 1606 students can certify their monthly enrollment with WAVE (see [Student Verification of Enrollment](#), page 19). Students can link to WAVE from the home page or access WAVE directly. WAVE resides on a secure server (<https://www.gibill.va.gov/wave/default.cfm>), so the address is https, not the usual http.
- [Education Forms](#) links to a Veterans Benefits Administration page from which several education forms can be downloaded and printed (see [VA Forms](#), page 65). If you need to update your *Designation of Certifying Official(s)* form, you can print one from this page. The forms are in Adobe Acrobat Portable Document Format (PDF). You need Adobe Acrobat Reader to access PDF files with your web browser. If you don’t have Acrobat Reader installed, a link to download the Reader is on the forms page.
- [Education News](#) has current information about changes in legislation, regulation, and policy that effect VA benefits. Check news on a regular basis and changes will never catch you by surprise.
- [Regulations and Policy](#) has links to Title 38 of the Code of Federal Regulations (38 CFR) and to VA’s Education Procedures Manual (M22-4). The Code of Federal Regulations outlines education regulations and M22-4 outlines the procedures that implement those regulations. Keep in mind that recent changes in law aren’t incorporated into 38 CFR and M22-4 immediately. Look at News for information about recent changes in law or procedure.
- [School Officials Area](#) contains this handbook (*WAVES Handbook*) to view or download.
- [VA-ONCE](#) contains information about accessing and using VA-ONCE, the Internet based application for certifying VA students that’s replacing VaCert.

CONTACTING MUSKOGEE

The toll-free number for the Muskogee Customer Service Telephone Unit (aptly named the Dial Tones) is **888-442-4551**. The Customer Service Representatives are available 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday. The 888-442-4551 system, however, is available 24 hours a day. The system's automated functions can provide information about benefits, applications, etc. Individual veterans can access their own record to obtain date of last benefit payment, check amounts, etc. Please utilize the automated system as much as possible. **NOTE:** You can bypass the automated system's message by hitting 1 and then 0 after the recording starts (1 bypasses the national recording and 0 transfers you to Muskogee).

In addition to the toll-free number, Muskogee has a separate toll number for certifying officials only, **918-781-7880**. The number has three lines. When the 888 system is deluged with calls (we receive 8,000 to 15,000 calls a week), all three 7880 lines may not be answered. The 7880 line is long distance, so, to avoid charges when no one is available, we don't connect it to our automated system. If all three lines are busy you'll get a busy signal. If fewer than three people are available to answer the line it will simply keep ringing. If the line isn't answered, try a little later or use the 888 toll-free number. Please don't give the 7880 number to your students.

When to call

Don't hesitate to call for:

- Non-receipt of benefits over 30 days from submission of enrollment certifications
- Non-receipt of Advance pay
- Notification of improper payment
- Overpayment clarification
- Hardship cases
- Problems resulting from DOD: kicker codes or Ch1606 eligibility

When you call 1-888-442-4551, always get the name of the person you talk to.

Internet Inquiry System

The Internet inquiry system provides a secure platform to communicate with VA available to both VA students and to certifying officials. The system uses 128 bit data encryption, the same encryption financial institutions use to encrypt online bank transactions.

The search feature allows you to find answers to questions by category. The VA-ONCE category is only available to certifying officials. To view VA-ONCE questions and answers you must be logged in as a School Official. We plan to add more categories and frequently asked questions pertinent to certifying officials. The inquiry system also allows users to ask VA questions not in the "Answers". If the answer is not available, users can send an inquiry to VA using the "Ask a Question" tab.

Setting Up An Internet Inquiry System Account

Go to our website (www.gibill.va.gov) and click the "[Ask a Question and Find Answers](#)" link. To establish yourself as a school account, complete the "Ask a Question" page with the following data:

- E-mail Address: Your e-mail address
- Category: Select "VA-ONCE (School Officials ONLY)"
- Subject: School Official
- In the large text box put: "Establish School Official" followed by your VA Facility Code

Press the "Submit Question" button and complete the "New Account" and "Contact Information" page that follows. Be sure to establish a Password for your account. Press the "Create Account" button when you're finished. Once we establish you as a school official you will login using a login name (your e-mail address) and a password to access answers to your inquiries and to the special features available to school officials.

Making Inquiries

When you want to send us an inquiry, go to our "Ask a Question and Find Answers" website. Click on the "Ask a Question" tab.

If you're reporting a payment problem enter "Payment Problem" in the subject line. Do not use this phrase for any other kind of problem.

Be sure to provide the student's full name and social security or claim number in the body of the message. This is a secure system, but **don't** include the social security or claim number in the subject line because the system will send you a confirmation e-mail using your subject line. You can enter the student's last name and perhaps the first initial in the subject line, if it helps you keep track of the cases.

The Internet Inquiry System will also send you an e-mail once we complete the inquiry. Our goal is to answer your payment inquiries within 1 workday. You will have to login to retrieve the answers to your inquiries. The e-mail will provide you with a link back to your question and our answer when we complete the inquiry. Your questions and answers will be stored on the inquiry system.

CONTENT AND ORGANIZATION OF VA STUDENT FOLDERS

We recommend the following format for VA student folders. This format isn't mandatory, but it does cover everything necessary for accurate certification. Contents should be in *chronological order*. This order will make it more convenient for anyone working with the folder.

Left Side

- Copy of student's application for admission to the school.
- Copies of transcripts from all schools previously attended and your school's transfer evaluations.
- A summary grade report of the student's progress at your facility.
- Copies of degree plans for all certified objectives with all credit posted.
- Copy of remedial and deficiency test scores and justification for any remedial and deficiency courses certified to VA.
- Course substitution form(s).
- Course elective approval(s) when applicable.
- Copies of drop slips and withdrawal forms when applicable.
- Other school documentation.

Right Side

- Copies of VA Form 22-1990 or 22-5490 if available.
- Copies of VA Form 22-1995 or 22-5495 if available.
- Copies of all enrollment certifications (VAF 22-1999).
- Copies of all notices of changes in student status (VAF 22-1999b).
- Any correspondence from the Department of Veterans Affairs, which you may have received for the student.

RETENTION OF VA RECORDS

VA students' records must be kept for 3 years following the ending date of the last period certified to VA. Records need to be kept longer than three years **only** if a written request to keep the records longer is received from the Department of Veterans Affairs or the General Accounting Office 30 or more days before the end of the 3-year period. This requirement is in the Code of Federal Regulations (38 CFR 21.4209(f)).

NOTE

Although VA requires that records be kept for 3 years, record retention regulations for individual states may require that VA records be kept more than 3 years.

TUITION ASSISTANCE

Tuition Assistance (TA) is a Department of Defense (DOD) program. VA does not administer TA. TA rules vary by branch of service and can even vary between units depending on whether the unit is active, reserve, or National Guard.

If a student receives education benefits from VA and receives TA benefits from the military, duplication of benefits may be an issue. The issue might involve VA regulations, DOD regulations, or both; since VA and DOD both have regulations about receiving VA benefits and TA at the same time. Potential duplication issues are outlined below.

Chapter 30 Recipients

The Code of Federal Regulations states **active duty servicepersons** may not receive VA benefits for the same courses for which they receive TA from the military. If a student takes several courses, the student can't receive chapter 30 benefits for the courses for which TA is paid, but the student can receive chapter 30 benefits for the courses for which TA isn't paid.

Chapter 30 "Top-Up"

Servicepersons eligible for chapter 30 and approved for TA are eligible for Top-up. A serviceperson must have at least 2 years active duty to be eligible for chapter 30. Top-up pays in tandem with TA, but Top-up is a VA benefit administered by VA.

What is Top-up? If TA doesn't pay the full cost of a course, Top-up will pay the difference between what TA pays and the cost of the course. Top-up can't exceed the amount a student would receive for the same course under chapter 30 and the combined amount paid by the military and VA can't be more than the total cost of the course.

Duplication of benefits isn't an issue because the student is receiving Top-up, not chapter 30. Top-up is the only VA program that will pay VA benefits to a student **on active duty** receiving TA from the military for the same course. As noted above, students may not receive regular chapter 30 benefits and TA for the same course.

If a student receives Top-up, the student's chapter 30 entitlement will be reduced. The reduction is determined by dividing the amount of Top-up paid by the student's full-time monthly chapter 30 rate. If the full-time chapter 30 rate is \$800 and the student is paid \$200 in Top-up benefits, then the student's chapter 30 entitlement will be reduced $\frac{1}{4}$ of a month ($\$200 \div \$800 = .25$).

Top-up is available for **any** course that begins on or after October 30, 2000, and for which TA is paid. Students apply for Top-up directly to VA. Students who haven't applied for chapter 30 before must submit an *Application for Education Benefits* (VAF 22-1990) to establish chapter 30 eligibility and a copy of their TA authorization form. Students who have filed an application before simply need to submit a copy of their signed TA authorization form.

Detailed information about Top-up and about applying for Top-up is available on the VA Education Service website (<http://www.gibill.va.gov>). Select Education Benefit Programs in the menu. Tuition Assistance "Top-Up" General Information is the third topic on the Benefits page.

Chapter 1606 Recipients

VA regulations state active duty service members may not receive VA benefits for the same courses for which they receive TA from the military. Some Active Guard Reserve (AGR) members receiving chapter 1606 benefits are considered active duty. The active duty prohibition would apply to these AGR members.

DOD regulations state service members may not receive chapter 1606 and TA for the same courses if they are less than ½-time. Although DOD regulations permit chapter 1606 and TA for service members training ½-time or more, the military generally does not provide TA to members who receive VA benefits because TA funding is limited. Also, keep in mind the VA regulation cited above prohibits chapter 1606 and TA for the same courses for service members on active duty.

Army National Guard and Air National Guard TA is complex because Guard TA may be **federal or state** funded. Most National Guard units use federal money for TA. When federal funding is used, some Guard units will ask students to get a letter from their school that says they're not receiving chapter 1606 benefits for the same credits for which they applied for TA. If you certified a student for 12 credits (full-time) and he or she is taking 16 credits, you can report 4 credits to the Guard as credits for which the student is not receiving VA benefits.

Some states have appropriated state money for TA for their National Guard units. When state funding is used for TA, duplication (subject to state regulations) is not an issue because the funding is not "federal" funding; the funding is not from two (duplicate) federal sources.

Reserve TA—Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, and Coast Guard Reserve—and chapter 1606 is always federal funding, so duplication is always an issue.

Chapter 32 Recipients

The Code of Federal Regulations states **active duty service members** may not receive VA benefits for the same courses for which they receive TA from the military. The prohibition ensures that two federal funding sources—VA education benefit and military TA—aren't used for the same courses. The phrase "for the same courses" means an active duty service member could receive VA benefits for some courses and TA for other courses. If a student takes 16 credits, for example, the student could receive VA benefits for 12 credits (full-time) and TA benefits for 4 credits.

Veterans eligible for chapter 32 education benefits may join the selective reserves—Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, Coast Guard Reserve, Army National Guard, and Air National Guard—and receive TA through the reserves. Since a reservist is not on active duty, the active duty prohibition described above does not apply.

Certifying Students Receiving Tuition Assistance

Schools can't monitor what they don't know. Generally speaking, it's the student's responsibility to ensure there isn't a duplication of benefits. The *Application for Education Benefits* asks about TA (question 16A) and the National Guard watches for duplicate payment. Schools should certify all courses that are part of a student's approved program unless the student asks you not to certify all the credit. Why would a student ask you not to certify all his or her credit? Maybe the student wants to be paid ½-time rather than full-time to conserve entitlement, or maybe the student doesn't want you to certify courses for which he or she will receive TA.

VOCATIONAL REHABILITATION

A veteran may be eligible for Vocational Rehabilitation (chapter 31) benefits if he or she:

- Received, or will receive, a discharge under other than dishonorable conditions;
- Incurred or aggravated a service-connected disability which entitles him or her to VA disability compensation; and
- Is in need of vocational rehabilitation because his or her disability creates an employment handicap.

Vocational rehabilitation may be provided for up to 48 months. An eligible veteran generally has 12 years from the date he or she is notified of entitlement to VA compensation to use his or her chapter 31 benefits. VA may approve an extension of time and/or length of training in certain cases.

Entitlement for vocational rehabilitation services is determined on an individual basis following an evaluation of the veteran's interests, aptitudes, education, work experience, and vocational abilities. Each school is assigned a Vocational Rehabilitation Specialist to work with chapter 31 students and to assist school officials responsible for certifying chapter 31 students. Full tuition, fees, and books are paid by the VA to the school. In addition, the student gets a subsistence allowance depending on the training status.

CHAPTER 31 RATES				
	No Dependents	One Dependent	Two Dependents	Each Additional
10/1/2004				
Full-time	\$474.27	\$588.30	\$693.25	\$50.54
3/4-time	\$356.36	\$441.86	\$518.31	\$38.86
1/2-time	\$238.45	\$295.44	\$347.27	\$25.93
10/1/2003				
Full-time	\$464.97	\$576.76	\$679.66	\$49.55
3/4-time	\$349.37	\$433.20	\$508.15	\$38.10
1/2-time	\$233.77	\$289.65	\$340.46	\$25.42
10/1/2002				
Full-time	\$454.96	\$564.34	\$665.03	\$48.48
3/4-time	\$341.85	\$423.87	\$497.21	\$37.38
1/2-time	\$228.74	\$283.41	\$333.13	\$24.87
10/1/2001				
Full-time	\$448.24	\$556.00	\$655.20	\$47.76
3/4-time	\$336.80	\$417.61	\$489.86	\$36.73
1/2-time	\$225.36	\$279.22	\$328.21	\$24.50

APPENDICES

ELRs AND SAAs

	Education Liaison Officers	State Approving Agencies
Alaska	Sherry Scott Veterans Affairs Regional Office P O Box 8888 Muskogee, OK 74402-8888 (918) 781-7827	Alaska Commission on Postsecondary Education 707 A Street, Suite 201 Anchorage, AK 99501-3625 (907) 269-7973
Arizona	Lance Thompson Veterans Affairs Regional Office 3333 N. Central Ave., Room 2024 Phoenix, AZ 85012 602-627-3226	Arizona Department of Veterans Services State Approving Agency 4141 N. 3rd St. Phoenix, AZ 85012 (602) 255-5395
Arkansas	Sam High Veterans Affairs Regional Office 2200 Fort Roots Drive, Building 65 North Little Rock, AR 72114-1756 (501) 370-3776	State Approving Agency Executive Building, Suite 301 2020 West Third Street Little Rock AR 72205 (501) 324-9473
California	Daryl Carson Veterans Affairs Regional Office 8810 Rio San Diego Drive San Diego, CA 92108 (619) 400-5330	Bureau for Private Postsecondary and Vocational Education 400 R Street, Suite 5000 Sacramento, CA 95814 (916) 445-3428
Hawaii	Sherry Scott Veterans Affairs Regional Office P O Box 8888 Muskogee, OK 74402-8888 (918) 781-7827	State Postsecondary Education Commission 2444 Dole Street, Bachman Hall Honolulu, HI 96822 (808) 956-6624
Idaho	Paula E. Terry Veterans Affairs Regional Office 550 Foothill Drive PO Box 581900 Salt Lake City, UT 84158-1900 (801) 326-2399	Idaho Dept. of Education State Approving Agency PO Box 83720 Boise, ID 83720-0027 (208) 332-6921
Louisiana	Ellis R. Yeager Veterans Affairs Regional Office 701 Loyola Avenue New Orleans, LA 70113 (504) 619-4437	Louisiana Department of Veterans Affairs Veterans Education and Training P. O. Box 94095 Capital Station Baton Rouge, LA 70805-9095 (225) 922-0500 x206
Nevada	Terry Cahill Veterans Affairs Regional Office 500 Gold Avenue SW Albuquerque, NM 87102 (505) 346-3999	Commission of Postsecondary Education Nevada Dept. of Education 1820 East Sahara Ave, Suite 111 Las Vegas, NV 89104 (702) 486-7330

ELRs and SAAs

	Education Liaison Officers	State Approving Agencies
New Mexico	Terry Cahill Veterans Affairs Regional Office 500 Gold Avenue SW Albuquerque, NM 87102 (505) 346-3999	New Mexico Veterans Approval Officer PO Box 2324 Santa Fe, NM 87503 (505) 827-6635
Oklahoma	Dawn Arnold Veterans Affairs Regional Office P O Box 8888 Muskogee, OK 74402-8888 (918) 781-7827	State Accrediting Agency PO Box 53067 Oklahoma City, OK 73152 (405) 521-3807
Oregon	Robert Craig Veterans Affairs Regional Office 1220 SW Third Avenue Portland, OR 97204-2885 (503) 326-2494	Veterans Program Specialist Office of Education Support Services Oregon Department of Education 255 Capitol Street NE Salem, OR 97310-0203 (503) 378-3600 x2672
Texas	Hampton Fox Department of Veterans Affairs Texas Education Service Center (22) 701 Clay Waco, TX 76799 (254) 299-9730	Texas Workforce Commission Veterans Education 101 E. 15th Street, Room 144T Austin, TX 78778-0001 (512) 463-3168
Utah	Paula E. Terry Veterans Affairs Regional Office 550 Foothill Drive PO Box 581900 Salt Lake City, UT 84158-1900 (801) 326-2399	Utah System of Higher Education Board of Regents Building, The Gateway 60 South 400 West Salt Lake City, UT 84101-1284 (801) 321-7133
Washington	Susan Clark Veterans Affairs Regional Office (22) 915 Second Avenue Seattle, WA 98174 (206) 220-6186	Nontransfer Associate Degrees & NCDs Workforce Training & Education Coordinating Board 128 10th Ave. SW PO Box 43105 Olympia, WA 98504-3105 (360) 586-8682 Associate Transfer Degrees & Baccalaureate and Higher Degrees Higher Education Coordinating Board 917 Lakeridge Way PO Box 43430 Olympia, WA 98504-3430 (360) 753-7866

VA FORMS

The first six forms listed below are the primary forms used by schools. The forms marked with an asterisk * are online at www.vba.va.gov/pubs/educationforms.htm. There are links on the forms page for the different series of forms. Forms starting with 22 are Education, forms starting with 21 are Compensations and Pension, and forms starting with 28 are Vocational Rehabilitation and Employment. The *Request Pertaining to Military Records* (SF 180) is available on-line at the site listed in the form's description. You're welcome to download and print forms.

Applications (22-1990, 1995, 5490, 5495 and 28-1900) can be completed online and submitted through [VONAPP](#).

Benefit pamphlets can be read online at www.gibill.va.gov/education/benefits.htm. Select "Detailed Information" for the benefit pamphlet you want. Students can print sections they want.

Form No.	Form Title and Description
22-1990 *	<i>Application for VA Education Benefits.</i> Application filed by a veteran who hasn't received education benefits in the past or who is applying for education benefits under a different VA education benefit. Can be completed online and submitted through VONAPP .
22-1995 *	<i>Request for Change of Program or Place of Training.</i> Application filed by a veteran new to your school that has received benefits previously or who received benefits at your school and is changing his or her program of education. Can be completed online and submitted through VONAPP .
22-5490 *	<i>Application for Survivors' and Dependents' Educational Assistance (DEA).</i> Application filed by a dependent that has not received DEA in the past. Can be completed online and submitted through VONAPP .
22-5495 *	<i>Request for Change of Program or Place of Training.</i> Application filed by a dependent new to your school who received DEA in the past or who received benefits at your school and is changing his or her program of education. Can be completed online and submitted through VONAPP .
22-1999	<i>Enrollment Certification.</i> Form filed by schools to certify a student's enrollment. Schools can complete and submit the 1999 over the Internet.
22-1999b	<i>Notice of Change in Student Status.</i> Form filed by schools to report a change in enrollment status that affects the payment of VA benefits. Schools can complete and submit the 1999 over the Internet.
21-4138 *	<i>Statement in Support of Claim.</i>
21-674 *	<i>Request for Approval of School Attendance.</i>
21-686c *	<i>Declaration of Marital Status of Dependents (Chapter 34/30).</i>
22-1990t *	<i>Application and Enrollment Certification for Individualized Tutorial Assistance.</i>
22-8691 *	<i>Application for Work-Study Allowance.</i>
22-8794 *	<i>Designation of Certifying Official(s).</i> Form used to name the school personnel who can certify enrollment data to VA.
22-8873 *	<i>Supplemental Information for Change of Program or Reenrollment after Unsatisfactory Attendance, Conduct or Progress.</i>
28-1900 *	<i>Disabled Veterans Application for Vocational Rehabilitation.</i> Can be completed online and submitted through VONAPP .
28-1905	<i>Authorization of Entrance Reentrance into Rehabilitation and Certification of Status.</i>
4-5281	<i>Application for Refund of Education Contributions (Chapter 32).</i>
SF 180	<i>Request Pertaining to Military Records.</i> Form used to request military records, including discharge certificates (DD 214). The form and information about military records is available online at www.nara.gov/regional/mpr.html .

Getting More Forms

If you have a procedure for ordering forms from your local Regional Office, you can use that procedure. If you want to order forms from Muskogee, you're welcome to use any of the following methods:

- Call Muskogee (888-442-4551 or 918-781-7880) and request forms through the telephone unit (Dial Tones).
- E-mail Muskogee at musropco@vba.va.gov
- Mail request to:
 - VARO
 - Attn: Publications / 232
 - PO Box 8888
 - Muskogee, OK 74402-8888.

The request should list the forms and the number you want. It should also include your mailing address, e-mail address, and phone number. Please don't order more forms than you will use in 1 year.

GLOSSARY AND ABBREVIATIONS

Accrediting Agency

A nationally recognized agency or association which the U.S. Secretary of Education determines to be a reliable authority as to the quality of training offered by an educational institution. The Secretary publishes a list of these agencies and associations which the state approving agencies utilize for establishing that a program of instruction may be approved under the provisions of 38 USC 3675 as an accredited program.

Accelerated Payment

An accelerated payment is a 60% lump sum payment of tuition and fees for high cost, high technology programs. The payment is in lieu of regular chapter 30 benefits and is payable only if tuition and fees exceed 200% of what would normally be payable under chapter 30 for a given enrollment period (See [Accelerated Payment](#), page 14).

Active Duty

Full-time duty in the Armed Forces. This also includes full-time duty performed by commissioned officers of the Public Health Service and National Oceanic and Atmospheric Administration (not including active duty for training).

Active Duty for Training (ACDUTRA)

Active duty for training in the Reserves or National Guard. This includes reservists on full-time duty for training purposes in the Armed Forces; members of the National Guard or Air National Guard of any state, performing full-time training duty under title 32, U.S. Code, sections 316, 502, 503, 504, or 505.

Advance Payment

The monetary allowance which may be payable to a student for the first fractional (or full) month and the following full month of enrollment. These payments are mailed to schools prior to the beginning of classes for release to students who have completed registration (See [Advance Payment](#), Page 13).

Already Qualified

A student is considered “already qualified” if he or she has previously completed a program at the same level and in the same field of study for which application is now being made. This will not preclude the pursuit of a program leading to a degree at the same level with a different major or in an entirely different field. It also does not preclude the pursuit of subjects that may be necessary to qualify for admission into a program leading to a higher degree or to qualify for a vocational or professional objective. A person will be considered already qualified if he or she was previously employed in a job for which the course now being requested is designed to qualify the individual who completes it. For example, if the applicant is employed in sales, he or she is already qualified and not eligible for enrollment in a general sales course. VA benefits are not payable for pursuit of any program for which the student is already qualified. This includes courses required for relicensing or a continuation of licensing in a professional field.

Armed Forces

This includes the United States Army, Navy, Marine Corps, Air Force, and Coast Guard, including the reserve components thereof.

Assignment of Benefits

Any arrangement by a school that denies the student the opportunity to control the proceeds of a check is prohibited. Section 5301(a) of title 38, U.S. Code, provides that payments of benefits due under the laws administered by VA shall not be assigned except as specifically authorized by law. There are no laws that authorize assignment of VA educational checks, either directly or indirectly.

Audited Course

The term means any credit course that a student attends as a listener only with a prior understanding between school officials and the student that such attendance will not result in credit being granted toward graduation. VA education benefits are not payable for pursuit of such courses (See [Audit](#), page 39).

Award Letter

The official written notice from the Department of Veterans Affairs to a student of his or her monthly rate of payment, the inclusive dates of payment, and remaining entitlement at the end of the award period. **An award letter is sent to a VA student whenever VA awards or changes the student's education benefit.** The award letter is a good source of information for financial aid purposes.

BDN

The Benefits Delivery Network (BDN) is composed of various components. It is VA's main processing system for all award and related actions. This system generates the payment information that is sent to the Treasury for producing the benefits checks. BDN also contains the master record files for veterans and beneficiaries. It was formerly known as the Target Delivery System

Break in Service

The term "break in service" means a period of more than 90 days between the date when an individual is released from active duty or otherwise receives a complete separation from active duty service and the date he or she reenters on active duty.

Break Pay

Educational assistance benefits may be paid during the intervals between terms at a school or between terms when transferring from one school to another while remaining in the same program. Exceptions apply, as well as certain other restrictions in certain situations. Persons on active duty or training at less than half-time are not entitled to interval payments (See [Break Pay](#), page 15).

Certificate of Eligibility (COE or C/E)

A Form 22-1993a which is issued to an applicant showing approval to pursue a stated program of education at a particular institution, the remaining entitlement of the student, and the ending date of the student's eligibility.

Certifying Official

The person(s) designated to sign enrollment certifications and other documents relating to VA benefits. The designation is made on VAF 22-8794, [Designation of Certifying Official\(s\)](#).

Certification of Delivery (COD)

A Certification of Delivery (VA Form 22-1999v) is mailed to the school in a separate envelope from the advance payment check. When the advance payment check is given to the student by the school, the COD, which contains preprinted enrollment information, must be completed by the certifying official and immediately returned. Failure to do so will result in the student's VA education benefits being suspended (See [Advance Payment](#), page 13).

Change of Program

A change of program consists of a change in the educational, professional, or vocational objective for which the veteran or eligible person entered training and a like change in the type of courses required to attain a new objective. This includes any change in an eligible person's program or objective which will result in a material loss of credit or which will materially lengthen the training time necessary to complete an objective. A material loss of credit is generally considered to be the loss of more than 12 credit hours for programs measured in quarter or semester hours, or the loss of more than 10 per cent of the training completed for other types of courses. A change of program is **NOT** charged if a claimant **completes** one program, then begins a totally different objective (See [Change of Program](#), Page 26).

Change of School

There is no limit or restriction on change of schools for continued pursuit of the same course or program provided the veteran or eligible person is making satisfactory progress and there is no material loss of credit.

Character of Discharge

All VA benefits (with the exceptions of some insurance programs and certain medical benefits) payable to veterans or their dependents require that the particular period of service upon which entitlement is based be terminated under conditions other than dishonorable. However, a veteran must obtain an **“Honorable”** discharge to receive educational benefits under the Montgomery GI Bill, not “under honorable conditions” or “general,” which will disqualify the individual for those benefits. Service personnel who complete six months or less of active military service are issued “uncharacterized” discharges. If an “uncharacterized” discharge is used for reasons of service-connected disability or hardship, they are considered to be “Honorable” for Montgomery GI Bill purposes.

Circular

A publication issued by VA for distribution to regional offices and sometimes to schools as an expeditious way of providing directives on new procedures. A circular may also be used to disseminate information regarding issues that will be pertinent for only a limited period of time.

Claimant

An individual in the process of claiming VA benefits who is potentially eligible for benefits but who has not completed all the necessary steps that will permit VA to determine individual eligibility and entitlement.

Concurrent Enrollment

A student pursuing a degree at a school may take a course at another school because it's at a more convenient time, it's less expensive, or whatever. The school that will grant the degree is the student's primary school. All other schools are secondary schools. If the primary school will accept the secondary school's course as a transfer credit that applies towards completion of the student's degree, then both the parent school and the secondary school can certify the student to VA. The student may pursue courses at a secondary school at the same time, concurrent, or at a different time, supplemental (See [Supplemental and Concurrent Enrollments](#), Page 43).

Confirmed Enrollment

An enrollment certification that is dated, signed, and mailed by the school's certifying official on or after the first day of a certified enrollment period.

Course

As used in this Handbook, “course” means a specific class or subject of instruction (e.g., English 110).

DD Form 214

The Certificate of Release or Discharge from Active Duty that is prepared at the time an individual completes a period of active duty in one of the Armed Forces. Former members of the Public Health Service (PHS) and of the National Oceanic and Atmospheric Administration (NOAA) do not receive a DD Form 214, but they do receive comparable documents that provide necessary information concerning their active duty service. Veterans should be advised to submit copy number 4 of their DD Form 214 with a claim for VA benefits. A certified copy may also be submitted.

Delayed Enlistment Program (DEP)

A Delayed Enlistment or Delayed Entry Program allows individuals to contract to go on active duty in the Armed Forces at a later date. The periods of time of the delayed entry onto active duty vary according to the specific program involved. For example, under DEP, the delay of entry onto active duty varies up to 270 days. In other programs, such as ROTC, the delay may be several years.

Delimiting Date

The first day after a claimant's period of eligibility expires. Benefits are not payable on or after the delimiting date. Generally, the delimiting date is ten years and one day from the veteran's last release from active duty date (RAD). The expiration date for those under Chapters 35 and 1606 is computed differently (See [Delimiting Date](#), Page 10).

Dependents' Educational Assistance (DEA)

Education benefits payable to eligible dependents or survivors of veterans. Commonly referred to as DEA or Chapter 35 (See [Chapter 35](#), Page 8).

DOD Record

The Department of Veterans Affairs accesses the Department of Defense's manpower database through a computer interface between the Defense Manpower Data Center (DMDC) in Monterey, California and the BDN System. This record contains information from the serviceperson's/veteran's military records which VA may use to determine eligibility for Chapters 30 and 1606.

Drop Period

A reasonably brief period of time at the beginning of a term officially designated by a school for dropping courses without **academic** penalty. The school's last day to drop a course will be the end of the drop period, providing it does not exceed 30 days from the first day of the term (See [Drops and Withdrawals](#), Page 33).

Dual Eligibility

Entitlement to education benefits under two or more programs administered by VA. If an individual qualifies for educational assistance under two or more such programs, the total assistance available may not exceed 48 months, or the equivalent in part-time benefits. A person having dual eligibility may not receive such benefits concurrently.

ECAP (Electronic Certification Automated Program)

ECAP is a computer program that processes VaCert transmissions and VA-ONCE submissions. ECAP can set up claim, propose education awards, and process education awards. ECAP will go as far as possible on this continuum. ECAP copies all documents into TIMS (imaging system).

Education Services Officer (ESO)

This includes civilian education services officers, military career counselors, and other employees of the military education offices who are assigned responsibility for advising servicepersons of the educational opportunities available to active duty personnel.

Educational Assistance

This term is generally used interchangeably with the term “education benefits.” However, under the Montgomery GI Bill - Active Duty, the term “educational assistance” means basic educational assistance, supplemental educational assistance, and all additional amounts payable, commonly called “kickers.”

Eligible Person

A child, spouse, or surviving spouse of a veteran who served on active duty and who died on active duty, or who died of a service-connected disability, or who has a total disability permanent in nature resulting from a service-connected disability, or who died from any cause while a total and permanent service-connected disability was in existence. Also includes a child or a spouse of a person who is on active duty as a member of the Armed Forces and who now is, and, for a period of more than 90 days, has been, listed by the Secretary concerned as missing in action, captured in line of duty by a hostile force, or forcibly detained or interned in line of duty by a foreign government or power.

ELR (Education Liaison Representative)

The person at the VA regional office or Regional Processing Office responsible for education liaison and program approval functions. Among other things, the ELR is responsible for promptly informing schools of changes in policies and procedures (See list of [ELRs and SAAs](#), Page 63).

Enrollment Period

This term means an interval of time during which a veteran or eligible person is enrolled in an educational institution and is pursuing his or her program of education. This term applies to each unit course or subject in the veteran's or eligible person's program of education; i.e., quarter, semester, or full school year.

Entitlement

The number of months the student will be eligible for VA education benefits. This is usually expressed in the numbers of months and days the student will be eligible for full-time benefits, or the equivalent in part-time training, but also may be expressed in a dollar amount. Entitlement will vary depending on the education law the individual qualifies under. In no event will entitlement exceed 48 months under any combination of laws (See [Entitlement](#), page 10).

Facility Code

The numerical code assigned by VA to an institution specifically identifying it or one of its subdivisions.

File Number

A seven, eight or nine-digit number assigned by VA to identify a claimant's records. The Social Security Number (SSN) is the VA file number for most veterans. If a veteran was assigned an old seven or eight digit file number, the veteran's SSN will cross reference the seven or eight digit file number. VA assigns a letter suffix *to the veteran's file number* (“W”, spouse or surviving spouse, “A”, first child to apply, “B”, second child to apply, “C” third child to apply, . . .) to identify the records of an individual eligible for chapter 35 benefits. A dependent's SSN **will not** cross-reference a veteran's record. To access a dependent's record, the **file number of the veteran** must be provided.

G.E.D.

An official General Educational Development certificate issued by a state-level department of education. The credentials issued by state-level departments of education are official documents that are acceptable as the equivalent of high school graduation diplomas. In addition, Department of Defense certificates of G.E.D. equivalency are acceptable evidence of completion of high school educational requirements.

Independent Study

A course or subject offered without any regularly scheduled, conventional classroom or laboratory sessions. For VA purposes, such courses or subjects must be accredited and lead to a standard college degree and consist of a prescribed program of study with provision for interaction either by mail, telephone, computer/Internet, or personally between the student and the regularly employed faculty of the university or college. A specific approval of these courses by the State Approving Agency is required in order for VA benefits to be authorized.

Institution of Higher Learning (IHL)

A college, university, technical or business school offering instruction at the postsecondary level that leads to an associate or higher degree. The institution must be empowered by the appropriate state education authority (under state law) or accredited by a recognized accrediting agency to grant such degrees. This designation also includes hospitals offering medical-dental internships or residencies without regard to whether the hospital grants a postsecondary degree.

Interval Payment (See Break Pay)**Kicker**

Additional money added to an individual's education fund by the Department of Defense to encourage enlistment or retention in the Armed Forces. The kicker is added to the individual's normal education benefit. Kickers are used for chapters 30 and 1606 (See [Chapter 30 Kickers](#), Page 7, and [Chapter 1606 Kickers](#), Page 8).

Matriculated Student

A college or university student who has satisfied all prerequisites for formal admission and recognition by the institution as a degree-seeking student. This does not mean that an undergraduate student must have formally been accepted into a specific major curricular field of study before he or she may be classified as "matriculated" (See [Nonmatriculated Students](#), Page 24).

MGIB

Refers to either the Montgomery GI Bill - Active Duty (Chapter 30 of title 38, U.S. Code) or the Montgomery GI Bill - Selected Reserve (Chapter 1606 of title 10, U.S. Code).

Mitigating Circumstances

Unanticipated and unavoidable events beyond a student's control which are responsible for the student's inability to complete a course or courses or which result in the student's receipt of a nonpunitive grade for a course the student did complete. Generally, a student will be required to submit corroborative evidence to substantiate his or her reasons for being unable to complete a course with a creditable grade (See [Mitigating Circumstances and 6-Credit Hour Exclusion](#), page 35).

NOBE

Members of the Selected Reserve are given a Notice of Basic Eligibility (DD Form 2384, commonly referred to as a NOBE, pronounced *no-be*) by their National Guard or Reserve unit stating they are eligible for the Montgomery GI Bill—Selected Reserve (Chapter 1606). The NOBE used to be the primary document for verifying chapter 1606 eligibility. It is now a secondary document, only used to verify eligibility for 120 days after the date it's issued. The primary “document” to verify chapter 1606 eligibility is now a computer link between the Department of Defense (DOD) and VA, the chapter 1606 DOD Data Record. A copy of the NOBE does not “have” to be submitted to VA when a chapter 1606 student applies for benefits. Generally, a NOBE is only helpful when an original chapter 1606 application is submitted and when the NOBE was issued within the past 120 days (See [chapter 1606](#), Page 8).

Non-College Degree (NCD)

The designation “NCD” is used to refer to a course or program of education or any other institutional vocational/educational training which does not lead to a standard college degree.

Nonpunitive Grade

A nonpunitive grade is a grade that (1) doesn't count as earned credit and that (2) doesn't affect progress standards for graduation. If a student completes the term and receives nonpunitive grades, the nonpunitive grades must be reported to VA if they change training time. An example of a nonpunitive grade is a “X” (no basis for grade), a “NP” (no pass), or a “U” (unsatisfactory) that doesn't count as earned credit and that isn't calculated into the student's grade point average.

Grades such as P (Pass) or S (Satisfactory) aren't calculated into a student's grade point average, **but** they are counted as earned credit for graduation requirements. Since they count as earned credit towards completion of the student's program, they aren't nonpunitive (Nonpunitive grades are mentioned or discussed several times in [Amend, Adjust, and Terminate](#) starting on page 33).

Nonstandard Term

A term that is shorter or longer than a standard quarter or semester. The number of instructor-student contact hours is increased proportionately each week to compensate for the difference in length. VA will compute equivalent undergraduate credits to measure courses pursued during nonstandard terms. Terms of shorter than standard length are referred to as **accelerated terms** (See [Summer Terms and Nonstandard Enrollment Periods](#), Page 16).

Objective

The final educational, professional, or vocational goal of a veteran, serviceperson, or eligible person (e.g., degree, diploma, certificate, occupation). An educational objective is one that leads to the awarding of a diploma, degree, or postdoctoral certificate that reflects educational attainment. Graduate certificate programs generally do not lead to an educational objective. A professional or vocational objective is one that leads to an occupation. It may include educational courses essential to prepare for the chosen occupation.

OLAF

On-Line Approval File. A VA computer program that lists information for approved schools and facilities nationwide.

Primary School (Parent School)

The primary school is the school that will grant the degree a student is pursuing. Generally, the student will be enrolled at the primary school for the majority of the program (See [Supplemental and Concurrent Enrollments](#), Page 43).

Program of Education

A combination of subjects, unit courses, or training activities pursued at a school or training establishment which is generally accepted as necessary to meet requirements for a predetermined educational, professional, or vocational objective (e.g., diploma, degree, certificate, occupation). An “approved program” is a course of study or program of training that the appropriate State Approving Agency has determined meets the legal requirements for payment of VA educational assistance benefits to veterans and other eligible persons (See [Name of Program](#), page 24).

Punitive Grade

A punitive grade is a grade that doesn't count as earned credit, but is used in determining a student's progress toward graduation requirements (See [Punitive Grades](#) Page 34). Nonpunitive Grade is defined above.

Pursuit

The term “pursuit” means to work, while enrolled, toward the objective of a program of education. This work must be in accordance with approved institutional policy and regulations, and applicable criteria of title 38, United States Code; must be necessary to reach the program's objective; and must be accomplished through resident courses (including teacher training courses and similar courses which VA considers to be resident training), independent study courses, a graduate program of research in absentia, or medical/dental internships and residencies, nursing courses and other medical/dental specialty courses. VA considers a person who qualifies for payment during an interval between terms or school closing, or who qualifies for payment during a holiday vacation to be in pursuit of a program of education during the interval, school closing, or holiday vacation.

Quarter

A division of the academic year at institutions that operate on a quarter system. Credits are earned and measured in quarter hours. A “standard quarter” is a period of instruction usually 10 to 13 weeks long.

Refresher Training

Refresher training is a course at the elementary or secondary level to review or update material previously covered in a course that has been satisfactorily completed. Under some education programs, the term also means training in a program of education in which the veteran is already qualified, provided that the program pursued is training to permit the veteran to update knowledge and skills and to be instructed in the technological advances which have occurred in the veteran's field of employment during the veteran's period of service. It may be used to update skills learned either during or prior to service but not for skills first acquired after discharge from service. Veterans pursuing “refresher training” are not limited to “refresher courses” at the elementary or secondary level.

Remedial/Deficiency Courses

These terms refer to noncredit training at the secondary level that is required for entrance to or preparatory to the successful pursuit of a postsecondary educational program. If secondary level training is needed for the student to reach a certain mastery level necessary for pursuit of a postsecondary program of education, the courses must be listed separately on the Enrollment Certification. Upon entrance each student's academic background should be evaluated and, as

warranted, a required noncredit program established. These secondary level courses may include, for example, basic English skills, fundamental math, reading, or other special academic assistance necessary for the student to qualify for admission. These courses may also include noncredit secondary level training to overcome a handicap such as in speech and may be offered at a high school, college, or other educational institution. It is the institution's responsibility to determine if remedial/deficiency courses are necessary (See [Remedial and Deficiency Courses](#), page 28).

Reporting Fee

VA pays an annual reporting fee to schools. This fee is intended to help defray the cost of processing VA certifications. The annual reporting fee is based on the number of VA students, including chapter 31 (Vocational Rehabilitation), certified by the school during the calendar year. The fee is \$7 (\$11 if advance pay request was processed) for each student. The reporting fee is paid as soon as possible after the end of the calendar year.

REPS

Restored Entitlement Program for Survivors. Certain survivors of deceased veterans who died on active duty, or of service-connected causes incurred or aggravated prior to August 13, 1981, are eligible for benefits. The benefits are similar to the benefits for students and surviving spouses with children between ages 16 and 18 that were eliminated from the Social Security Act. The benefits are payable in addition to any other benefits to which the family may also be entitled. The amount of benefits is based on information from the Social Security Administration.

Research in Absentia

A certifying official of a school may certify a program of research pursued by a veteran or eligible person in absentia, when the research activity is necessary for the preparation of the student's master's thesis, doctoral dissertation, or a similar treatise which is a prerequisite to the degree being pursued. The research activity must be defined and organized so as to enable the certifying official to evaluate the time required for its successful pursuit, and the time certified for the research activity is independent of the time devoted to any employment situation in which the veteran or eligible person might be engaged.

SAA (See State Approving Agency)

Selected Reserve

The term means, with respect to the Armed Forces, the Army Reserve, the Naval Reserve, the Marine Corps Reserve, the Air Force Reserve, the Coast Guard Reserve, the Army National Guard of the United States, and the Air National Guard of the United States. The Public Health Service and the National Oceanic and Atmospheric Administration do not have Selected Reserve units.

Semester

A division of the academic year at institutions that operate on a semester system calendar. Credits are earned and measured in semester hours. A "standard semester" is a period of instruction usually 15 to 19 weeks long.

Serviceperson

An individual who is currently serving on active duty. Same as "servicemember."

Standard College Degree

The term means an associate or higher degree awarded by an institution of higher learning that is accredited as a collegiate institution by a recognized regional or national accrediting agency or an

institution of higher learning that is a “candidate” for accreditation, or an institution which is accredited by an agency recognized to accredit specialized degree-level programs.

State Approving Agency (SAA)

An agency appointed by the Chief Executive of a state to approve institutional programs of education and training for payment of benefits under the various laws administered by VA (See [ELRs and SAAs](#), Page 63).

Summer Session

A division of the summer term specifically designated in a school catalog as a distinct period of instruction. These sessions vary in length, and are often only 3-8 weeks long.

Summer Term

The total instruction offered by a school between the end of the spring term and the beginning of the fall term. A summer term may consist of several summer sessions (See [Summer Terms and Nonstandard Enrollment Periods](#), Page 16).

Target

See **BDN**

TIMS

The Image Management System (TIMS) is the scanning system used by Muskogee. All education paper work is scanned into TIMS. Paper is scanned manually. Electronic paperwork like VA-ONCE Certs are electronically copied into TIMS.

Tuition and Fees

The term “tuition and fees” means the total cost for tuition and fees for a course a school charges all students whose circumstances are similar to veterans enrolled in the same course. “Tuition and fees” does **not** include the cost of supplies or books that the student is required to purchase at his or her own expense.

VaCert

Computer program used by schools to prepare enrollment certifications and notices of change in student status. The enrollment certifications and notices of change are transmitted to Muskogee by modem. They can also be printed and mailed. VaCert is being replaced by VA-ONCE, an Internet based program.

VA-ONCE

Internet based application used by schools to prepare enrollment certifications and notices of change in student status. VA-ONCE (www.gibill.va.gov/once) is replacing VaCert.

VEAP

Veterans' Educational Assistance Program, Chapter 32. This is the contributory education benefits program for post-Vietnam era veterans (See [Chapter 32](#), Page 8).

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