2019 CONFERENCE AGENDA

July 7-10, 2019

Wi-Fi Access Code: Waves19
Password: Nola2019

Saturday, July 6, 2019

10:00 – 12:00 PM  WAVES Officers, Pre-Conference Meeting  Grand Chouteau
Sheraton New Orleans Hotel Personnel  (5th floor)
Sunday, July 7, 2019

10:00 – 6:00 PM  Conference Registration  Grand Chenier (5th floor)

10:00 – 6:00 PM  Resource Fair  Grand Foyer (5th floor)

1:00 – 5:00 PM  Pre-Conference Workshops:

**New Certifying Officials (2 years or less)**  Grand C (5th floor)
Training for new school certifying officials.
Presenters:
- Tom Riegle, ELR
- Jillian Compton, ELR
- Jim Jones, ELR

**Advanced Training**  Grand AB (5th floor)
Training for experienced school certifying officials.
Presenters:
- Chip Vance, ELR
- Ben Gammon, ELR
- Terry Cahill, ELR

**IHL with Flight Degrees**  Grand DE (5th floor)
Approval, certification, and compliance surveys, statutory requirements, and certification essentials necessary for aviation degrees.
Presenters:
- Bart Culver, ELR
- Matt Cantrell, ELR

Refreshment break – (3:00-3:30 PM)

Monday, July 8, 2019

7:00 – 7:45 AM  Breakfast provided  Napoleon Ballroom (3rd floor)

7:00 – 8:00 AM  Conference Registration  Grand Chenier (5th floor)
(Registration will be open during breaks)

7:00 – 12:00 PM  Resource Fair  Grand Foyer (5th floor)
8:00 – 9:00 AM  Welcome, Tracy Copeland, President
Color Guard, Louisiana Wing of the Civil
Air Patrol, an Auxiliary of the United
States Air Force
Pledge of Allegiance, Lane Anderson
National Anthem, Tracy Copeland and all attendees
Laura Bach, National Association of State Approving
Agencies
Michael Marks, Chief Education Liaison Officer,
West Region Approval, Compliance & Liaison

Grand Ballroom (5th floor)

9:00 - 9:30 AM  Regional Processing Office Up-date
Pam Stephens, Education Officer, Muskogee RPO

Grand Ballroom (5th floor)

9:30 – 9:45 AM  Break

9:45 – 10:30 AM  Training Requirements for School Certifying Officials
Public Law (PL) 115-48, Section 305
Michael Marks, Chief Education Liaison Officer,
West Region Approval, Compliance & Liaison

Grand Ballroom (5th floor)

10:30 – 10:45 AM  NAVPA Up-date
Tony Flores, NAVPA Board Member

Grand Ballroom (5th floor)

10:45 – 11:45 AM  VA-Once
Bart Culver, ELR

Grand Ballroom (5th floor)

11:45 – 1:00 PM  Lunch provided

Napoleon Ballroom (3rd floor)

Choose from one of the following workshops which will be offered:
[1:00-2:15 and 2:30-3:45]

1. **Program Approval, State Approving Agency**
   Learn about the important role that State Approving Agencies play in approving programs for the GI Bill®. How SAAs have evolved over the years into “gatekeepers of excellence” and what lies ahead in the area of program approval.
   Presenter:
   Laura Bach, Director, Washington Student Achievement Council’s State Approving Agency

   Grand C (5th floor)

2. **Vocational Rehabilitation and Employment Service Overview**
   Presenter:
   William Streitberger, Director, Vocational Rehabilitation and Employment Service, Veterans Benefits Administration

   Grand AB (5th floor)
3. **85/15 Rule**  
Restrictions on enrollment.  
Presenters:  
Matt Cantrell, ELR  
Cherri Norman, ELR

4. **School Liability**  
What is school liability and how to avoid it.  
Presenters:  
Debra Westbrook, ELR  
Michelle Nelson, ELR

5. **Benefits for Dependents**  
Overview of Transfer of Entitlement (TOE), Dependents Education Assistance, and Fry Scholarship.  
Presenters:  
Teresa Chapman, ELR  
Jim Jones, ELR

6. **Debt Management Center Up-dates**  
Presenter:  
Adriana Berkebile, Supervisory Financial Administrative Specialist, Treasury Team

1:00 – 2:15 PM Workshop

2:15 – 2:30 PM Break

2:30 – 3:45 PM Workshop

3:45 – 4:15 PM Break (Refreshments provided)

4:15 – 5:30 PM State Breakouts

- California  
- Texas  
- Washington  
- Alaska, Hawaii, Idaho  
- Oregon and Nevada  
- Arizona and New Mexico  
- Arkansas and Oklahoma  
- Colorado and Montana  
- Utah and Wyoming  
- All other States

(Dinner on your own)
**Tuesday, July 9, 2019**

7:00 – 8:15 AM  
**Breakfast provided**  
Napoleon Ballroom  
(3rd floor)

8:15 – 8:30 AM  
**Break**

Choose from the following Workshops which will be offered:  
[8:30-9:45 and 10:00-11:15]

1. **Non-college Degree Programs**  
   Waterbury Ballroom  
   (2nd floor)  
   Understanding certificate and diploma programs.  
   Presenters:  
   Cherri Norman, ELR  
   Chip Vance, ELR

2. **Common Errors**  
   Rhythms Ballroom  
   (2nd floor)  
   Avoiding common certification errors.  
   Presenters:  
   Ben Gammon, ELR  
   Tom Riegle, ELR

3. **Compliance Surveys**  
   Grand AB  
   (5th floor)  
   What to expect, how to best prepare and have a successful compliance survey.  
   Presenters:  
   Jillian Compton, ELR  
   Suzanne Swafford, ELR

4. **National Guard Updates**  
   Grand C  
   (5th floor)  
   Presenters:  
   Donald Sutton, III, Education Program Specialist,  
   GI Bill Program Manager, Education Services Branch  
   Jim Walters, Program Manager, GI Bill Support Team  
   National Guard Professional Education Center

5. **Military Articulation Platform (MAP), Norco College**  
   Grand DE  
   (5th floor)  
   Providing veteran’s credit for prior based learning is imperative for our system, the state, and the country. While the American Council on Education provides some recommendations, a faculty-driven solution at the college level is needed to identify, articulate, and record each course-to-course articulation. Norco College has developed a Military Articulation Platform (MAP) that enables faculty to easily compare military courses and occupational specialties with specific CCC courses and courses offered nationwide. This session provides an overview and demo of this impressive platform.  
   Presenters:  
   Janelle Brekke, Peggy Campo, Pedro Campos, Alex Campos,  
   Samuel Lee, Barbara Moore, and Kaneesha Tarrant – Norco College
8:30 – 9:45 AM  
Workshop

9:45 – 10:00 AM  
Break

10:00 – 11:15 AM  
Workshop

11:15 – 11:30 AM  
Break

11:30 – 1:00 PM  
Lunch on your own

1:00 – 2:00 PM  
Jared Lyon, Student Veterans of America  
National President and CEO  
Grand Ballroom  
(5th floor)

2:00 – 2:30 PM  
Break (refreshments provided)

2:30 – 4:15 PM  
VA Central Office Updates  
Charmain Bogue,  
Executive Director, Education Service  
Veterans Benefits Administration  
Grand Ballroom  
(5th floor)

4:15 – 4:30 PM  
Break

4:30 – 5:15 PM  
Question and Answer Session  
VA Representatives  
Grand Ballroom  
(5th floor)

6:30 – 8:30 PM  
President’s Reception  
Napoleon Ballroom  
(3rd floor)

**Wednesday, July 10, 2019**

7:00 – 8:15 AM  
Breakfast provided  
Napoleon Ballroom  
(3rd floor)

8:15 – 8:30 AM  
Break

8:30 – 9:30 AM  
WAVES Business Meeting, Elections and Awards  
Grand Ballroom  
(5th floor)

9:30 – 10:00 AM  
Break

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**Choose from the following Workshops which will be offered:**  
[10:00-11:15 and 11:30-12:45]

1. **Theory to Practice to Impact: Structural Competency Development**  
Rhythms Ballroom  
(2nd floor)

Shifting focus from a traditional cultural approach to one exploring structural competency, the presenters share their development of an effective military awareness program. Their novel approach incorporates
theoretical frameworks that explore intersections of identities, discussions to cross boundaries and make positive connections, and offers modulated program structuring for attendees to implement in various settings with multiple unique and diverse populations.

Presenters:
Derek Abbey, Director, Joan and Art Barron Veterans Center, San Diego State University
Todd Kennedy, Military & Veterans Program Administrator, San Diego State University

2. **Work-Study Updates**
Waterbury Ballroom (2nd floor)

Presenter:
Kevin White, Regional Processing Office

3. **Grades**
**Grand AB**

Impact of grade reporting – punitive, non-punitive, incomplete and repeat grades on benefit payments.

Presenters:
Suzanne Swafford, ELR
Teresa Chapman, ELR

4. **Website Wisdom**
Grand DE (5th floor)

Maximize website resources.

Presenters:
Michelle Nelson, ELR
Terry Cahill, ELR

5. **SCO Best Practices**
Grand C (5th floor)

Tidbits to success.

Presenters:
Jim Jones, ELR
Debra Westbrook, ELR

10:00 – 11:15 AM Workshop
11:15 – 11:30 AM Break
11:30 – 12:45 PM Workshop
Have a safe trip home!!!

*GI Bill® is a registered trademark of the U.S. Department of Veteran Affairs (VA).*

**ELR:** Educational Liaison Representative

**ECSS:** Education Compliance Survey Specialist

**CELO:** Chief Education Liaison Officer

**SAA:** State Approving Agency

**SECSS:** Supervisor Education Compliance Survey Specialist

**VACO:** Veterans Administration Central Office

**VR&E:** Vocational Rehabilitation & Employment

WAVES Website: [www.uswaves.org](http://www.uswaves.org)
To connect to the internet
Please select the wireless access point:

Waves19

Open a web browser.

You will then be directed to a webpage for login.

Once connected, enter the assigned Passcode to login

Passcode: Nola2019

Please keep this information. You will need it to log in.
Keep your Passcode confidential.

For assistance call 504-415-4773
Dear Friends,

It is my absolute pleasure as the Mayor of the City of New Orleans to welcome you to the 2019 Western Association of Veterans Education Specialists (WAVES) Conference. We are honored to host your event in our city.

W.A.V.E.S’ mission of promoting educational programming for and serving veterans is admirable. Please embrace this opportunity to listen, ask questions and network with your peers. Collaboration sparks innovation, and innovation moves us forward.

During your visit, please explore New Orleans and enjoy the unique experiences the city has to offer. I encourage each of you to treat yourself to our world-famous cuisine, dance to our live, local music and visit our exceptional cultural institutions such as the National World War II Museum, the New Orleans Museum of Art and the New Orleans African American Museum. The energy of our city is unmatched and the magic unparalleled. We invite you to experience every moment of it.

Thank you for visiting New Orleans. We hope you enjoy your stay, and return often to our wonderful city.

Sincerely,

LaToya Cantrell
Mayor
City of New Orleans
WESTERN ASSOCIATION OF VETERANS EDUCATION SPECIALISTS
EXECUTIVE BOARD

Tracy Copeland, President

Lane Anderson, First Vice President

Debra Crosby, Second Vice President

Vicki Henson, Past President

Paula Barnes, Treasurer

Jennifer Linnell, Member at Large: Non College Degree:

Cindy Watts, Secretary
Diana Davis Service Award for Excellence

This award is being established in loving memory to honor Diana Davis, Supervisor Education Compliance Survey Specialist, Department of Veteran Affairs.

This award is presented to a participant of the Western Association of Veterans Education Specialists (WAVES) whom has demonstrated consistent vision, service and/or leadership in WAVES over an extended period of time. School Certifying Officials, Department of Veteran Affairs (DVA) personnel, State Approving Agencies (SAA) personnel or any individual participating in WAVES is eligible to receive this award. Diana Davis exemplified true devotion to serving individuals and enabling individuals to aspire to higher standards of service to others. Diana was deeply committed to our active military, veterans, and their dependents.

2015 Recipients
1) Award presented to family of Diana Davis
2) Michael Marks, Veterans Administration
3) Annabelle Smith, Central Texas College
4) Michelle Nelson, Educational Liaison Representative, Texas

2016 Recipients
1) Michael Ball – State Approving Agency – Washington
2) Paula Barnes – Oklahoma State University
3) Vicki Henson, Cameron University

2017 Recipients
1) Aliki Escoe, Training Coordinator, Muskogee, RPO
2) Judy Galluzzi, Compliance Specialist, Muskogee, RPO
3) Cheri Norman, ELR, Washington
4) Cindy Watts, University of Tulsa

2018 Recipients
1) Laura Bach, State Approving Agency – Washing
2) Terry Cahill, ELR, New Mexico
3) Deborah Crosby, Texas Tech University
Bill Pearson Outstanding Life Time Achievement Award:

This award is to honor the work of Muskogee's first Educational Processing Office Director's lifetime of work dedicated to the improvement in the quality of service for veterans educational benefit recipients. This award will honor those individuals who have made outstanding contributions through constructive participation in veteran's organizations thus demonstrating a deep sense of caring for the veteran as exemplified by Mr. Bill Pearson.

Guidelines:
The nominee has demonstrated a noted concern and consistent effort toward the creation and/or improvement of programs and services to veterans and to the Western Association of Veterans Education Specialists. The nominee need not be a member of WAVES. Nominations must be made by an active member. To receive adequate consideration, the nomination should be made in a narrative form at least 30 days prior to the annual conference.

*2000 - Also, a special recognition award was presented to Mr. Pearson in honor of the award being named after him.

2000:
1) Dick Jennings, Director of VA, Rose State College, Mid West City, OK
2) Kay Krasovetz, El Paso Community College, El Paso, TX
3) Celia Dollarhide, Director, Education Service, VA Central Office

2001:
1) Francie Wright, Chief of Education Section, Muskogee RPO, Muskogee, OK
2) Lance Thompson, ELR Arizona
3) Annabelle Smith, Central Texas College, Killeen, TX

2002
1) Luanne Davis, Arizona State University, Supervisor, Academic Files/Veteran Services Officer
2) Aileen Moore, Chief

2003:
1) Valarie Vigil, Mesa Community College, VA Certifying Official
2) J.D. Dillingham, Asst. Chief Education Section, Muskogee RPO, Muskogee, OK
3) John Connolloy, California ELR
4) Hampton Fox, Texas ELR
5) Vicki Henson, Cameron University, Coordinator of VA, VA Certifying Official

2004:
1) Michael Seymour, Director, Oklahoma State Accrediting Agency
2) Paula Barnes, Coordinator of Veteran Services, Oklahoma State University

2005:

2006:
1) Flora D. Guevara, University of Texas - El Paso
2) Bill Fillman, Director of the Veteran Affairs Central Area Office
3) Bob Klaassen, Registrar, Southwestern Oklahoma State University

2007:
1) Michael J. Ball, Director, State Approving Agency, Washington
2) Tracy Copeland, Daymar College
3) Jerry Bates, Retired VA Certifying Official, Spokane Falls Community College

2008:
1) John W. Westerbeck, VA Certifying Official, St. Phillip’s College
2) William (BJ) Johnson, VA Certifying Official, Mesa Community College
3) Robert (Bob) Craig, Education Liaison Representative, Oregon

2009:
1) Danny Stewart, Oklahoma State Accrediting Agency
2) Michael Marks, Chief Education Liaison Officer, Muskogee RPO
3) Sharon Maggard, VA Certifying Official, Clackamas Community College

2010:
1) Fernando (“Fuzzy”) X. Conejo, Texas Veterans Commission
2) Mary Ann McMullen, Ch 33 Section Chief, DVA

2011:
1) Cindy Watts, VA Certifying Official, University of Tulsa

2012:
1) Lane Anderson, Eastern Washington University – Cheney Campus
2) Chuck Rice, Lead Education Liaison Representative, Department of Veteran Affairs
3) Sarah E. Minnis, Texas A&M
4) Noel A. Ysasi, University of Texas – Pan American

2013:
1) Ralph Willingham, Weatherford College
2) R.K. Williams, Boise State University
3) Phyllis Curtis, Education Officer, Muskogee RPO

2014:
1) Diana Davis, SECSS, Texas
2) Ronnie White, Mississippi State University

2015:
1) Debra Crosby, Texas Tech University

2016:
1) Joseph W. Wescott II, National State Approving Agency, President

2017:
1) Terry Howell, Military.com

2018:
1) Terina Castero, University of Nevada - Reno
2) Bernice Flett, Texas Tech University
3) Chris Rauschenbach, Arizona State University – Tempe, AZ
4) Suzanne Swafford, ELR, Arizona
**WAVES Presidential Award:**

**2001:**
1) Luanne Davis  
   Arizona State University

**2002:**
1) Carol Hathaway-Pitts  
   Eastern Washington University
2) Valerie Vigil  
   Mesa Community College

**2003:**
1) Paula Barnes  
   Oklahoma State University

**2004:**
1) Roger Perkins  
   Weber State University
2) Bob Klaassen  
   Southwestern Oklahoma State University

**2005:**
1) Valerie Vigil  
   Mesa Community College
2) Jo Ann Hanley  
   Northwestern State University

**2006:**
1) Tracy Copeland  
   Divers Institute of Technology
2) Vicki Henson  
   Cameron University

**2007:**
1) Kecia Siegel  
   North Idaho College

**2008:**
1) Sharon Maggard  
   Clackamas Community College
2) Michael Marks  
   Supervisor Education Compliance Survey Specialists

**2009:**
1) Jesse Dillingham  
   Education Officer, Muskogee RPO

**2010:**
1) Cindy Watts  
   University of Tulsa
2) Gail Reese  
   University of Las Vegas

**2011:**
1) Annabelle Smith  
   Central Texas College

**2012:**
1) Sally Thomas  
   University of Tulsa
2) Steven W. Robinson  
   TEEX

**2013:**
1) Rose Bremenkamp  
   University of Southern Mississippi Gulf Coast
2) Arlene Barnes, Oklahoma State University

**2014:**
1) Debra Crosby, Texas Tech University
2) Robert M. Worley II, Director, Education Service, VACO

**2015:**
1) Catherine Orozco-Christmas,  
   Cameron University
2) Derrick Weddle,  
   University of Tulsa

**2016:**
1) Veronica Griego, University of New Mexico
2) Sheila White

**2009:**
1) Cindy Watts, University of Tulsa

**2017:**
1) Debra Crosby, Texas Tech University
2) Joe Mercer, Glendale Community College

**2018:**
1) Bradley Barnes, Oklahoma State University
2) Vanessa Quinones, San Diego State University